



Patient and Family Information



Bradley Hospital

BROWNHealth
UNIVERSITY



Welcome to Bradley Hospital

Bradley Hospital, which opened its doors in 1931, is the nation's first psychiatric hospital devoted exclusively to children. Today, we provide services for children and adolescents not only from Rhode Island, but from all over the country. Bradley Hospital is a major teaching affiliate of The Warren Alpert Medical School of Brown University. We also conduct research through the Bradley Hasbro Children's Research Center.

A psychiatric and behavioral health center, Bradley Hospital offers specialized services for children and adolescents. Our care begins with an evaluation designed to meet the unique needs of each child and family. This initial assessment helps us understand the problem, identify the child's needs, and determine the best and least restrictive treatment approach. Once a child is admitted, a treatment plan is tailored to the child's needs.

Our staff includes psychiatrists, registered nurses, psychologists, master's level social workers, educators, occupational therapists, licensed mental health counselors, speech and language therapists and art therapists. Our programs are also staffed with mental health workers, who under the supervision of the registered nurse or program director, assist children with the activities of daily living, group programming, one-to-one support, and supervise the variety of activities in which your child may participate.

Family Liaison Program

At Bradley Hospital, we respect the role of parents/guardians as partners in their child's care. Because your child's comfort and recovery are very important to us, Bradley Hospital's Family Liaison Program is available to help you with questions or special concerns you may have. If we may be of assistance, please call the Family Liaison Program at 401-432-1205, or check in at the main lobby to visit us on the first floor of the building. If we are not in, we will return your call as soon as possible.

The Family Liaison Program sponsors support groups and educational meetings on a regular schedule. For a listing of our support groups, please visit www.BradleyHospital.org. Notices are also posted in our waiting areas and on our programs. It can really help to talk to other parents. All of our meetings are free and open to the public.

Our Family Resource Room is located on the first floor next to the main lobby, with materials related to children's mental health and internet café set-up, which you are welcome to use. You are invited to join our Family Advisory Council, which meets monthly; our mission is to actively engage families as partners with Bradley Hospital, with the goal of continuously improving understanding and communication between hospital staff and the family members they serve.

Following treatment, you will be invited to fill out a Satisfaction Survey. Please take a moment to complete this survey for us - your feedback is very important in helping us make our patient and family experiences as positive as possible.

Everyone is affected when a child is troubled - the entire family is an essential part of the recovery process. It is our goal to give your child the highest quality of care; please feel free to contact us if we can provide any support or assistance.

Hospital Safety Program

The safety of our patients, residents, families, visitors and staff, in a relaxed and healing environment, is our highest priority. Parents and visitors will be asked to present identification upon arrival, and wear visitor badges during every visit. We encourage families, and others we serve, to report any safety concerns to any hospital staff at any time. You may also contact our Family Liaison Program at 401-432-1205, or our hospital nursing supervisor at 401-432-1000 to report issues of safety. We are committed to a program to prevent, detect and correct safety concerns through a system of reporting, investigating and correcting safety concerns.

In order to minimize the presence of unsafe items on the units, all patient clothing and personal items shall be searched by staff. There is a hospital wide list of items that are not allowed, which is available to patients and families for review on the Welcome Flyer for your program. We ask that patients/families/guardians only bring in five days of personal belongings for the hospital stay. If you have more than five days of belongings, we ask that you sort through the items to keep only those needed for an acute hospital stay. Extra belongings may be returned home by a family member/guardian, or they will be placed in the unit's storage room. The search and sorting of patient belongings to be stored on the unit or returned home shall be completed no later than 24 hours after admission.

In addition to searches at admission, searches to ensure patient safety will be conducted as needed. Searches of a patient's room, person and belongings are made when there is reason to believe that a patient may possess items harmful to self or others. This may include items not on the hospital list of unsafe or not allowed items.

Visiting

Visitors to the hospital are generally restricted to immediate family only, and visits are approved in advance by parents and the clinical team. Please call your child's unit before your visit to discuss who may visit. Unapproved visitors will not be able to visit due to safety and privacy rules.

For the protection and privacy of our patients, all personal belongings of visitors will be placed in a locker during your visit, including handbags, cell phones, and keys. Photography of any kind is prohibited on hospital grounds.

Staying Healthy While in the Hospital

Patients will get the most out of treatment if they are in the best physical health possible.

Here are ways we promote good health:

- **Hand Hygiene** - Proper hand hygiene is the most effective way to prevent the spread of illness. We ask staff, patients, and visitors to wash their hands frequently using either soap and water or the hand sanitizer located in dispensers throughout the hospital. We recommend washing hands before entering or exiting units, before and after eating meals, after using the bathroom, after blowing your nose, and anytime your hands are visibly dirty.
- **Cough/Sneeze Hygiene** - Germs are sent flying into the air when people cough or sneeze. Others can become ill by breathing the germs floating in the air or on area surfaces. If you cover your cough or sneeze, germs are contained and will not spread to others. We ask patients, visitors, and staff to use a tissue or inner elbow to cover a cough or sneeze, and to practice hand hygiene afterward. You should never cough or sneeze into bare hands, but if you do, please wash your hands immediately.
- **Limiting Visits from Sick Visitors** - Visits from loved ones can make a child's hospital stay a more positive experience, but for health and safety of our patients, we ask that you only visit when you are feeling well. When you come in to



visit, a member of our staff will ask if you are sick. We also remind all visitors to wash their hands upon entering the hospital and when entering or leaving the units. If you are coughing or sneezing, please ask for a surgical mask; our staff will be happy to supply one for you.

- **Providing Influenza (Flu) Vaccines for Staff and Patients** - Influenza (or the flu) is an infection caused by the influenza virus. The flu is spread from person to person through droplets in the air and contact with contaminated objects. Although most healthy people will get better within a few days to a week after getting the flu, for others it can cause serious health problems. The Centers for Disease Control (CDC) recommends vaccination as the best way to prevent the flu. The flu vaccine is provided to all staff and patients at Bradley Hospital. While vaccination is recommended, we understand that it may not be right for every patient or family.

Rapid Response Team

Bradley Hospital has a Rapid Response Team. If you have a concern about the medical or physical status of your child, please notify the unit or program registered nurse immediately.

If you feel that your child's needs require further attention you may either request that staff call the Rapid Response Team or you may call them yourself at extension 88. If you are calling from outside the hospital to express a concern about a child here on site, please dial the main number 401-432-1000. Identify yourself

and your child and ask that the Rapid Response Team be sent to assess your child immediately.

Excellent, safe, and high quality care of your child is our most important goal. Please assist us in meeting that goal by communicating any concern that you have.

Attendance Policy for Your Child's Program

Please check with the program director for the attendance requirements for your child's program.

Outdoor Activities Safety

When your child takes part in outdoor activities here at Bradley Hospital, sunscreen and insect repellent will be used as appropriate. Our sunscreen is a lotion with an SPF of 30 or higher. Sunscreen will be applied if it is anticipated that there will be sun exposure for 15 minutes or longer.

Our insect repellent is a spray that contains 20% DEET or higher. Insect repellent will be sprayed on exposed skin and clothing before outdoor activities that could include exposure to biting insects, flies, mosquitoes, or ticks.

Please contact your treatment team or nursing staff for any questions about the use of these products.

Ethics Committee

The hospital's Ethics Committee provides consultation to patients, families and health care personnel, when appropriate, in resolving ethical issues, such as informed consent. The committee represents many perspectives from within the hospital and community. It is not the role of the Ethics committee to make patient care decisions, but to help by providing a forum for discussion and clarification of difficult questions involving values. Contact the Family Liaison Program at 401-432-1205 if you wish to request a consultation.

Food and Nutrition Services

We have designed our menu to follow the USDA Dietary Guidelines. Our menu is high in whole grains, fruits, and vegetables. Fresh fruit and tossed salad are available at every meal. Sandwiches are available as regular meal alternatives.

Between meals we offer healthy snack foods such as yogurt, cheese sticks, multigrain crackers, fruits, pretzels, baked pita chips, and raw vegetables.

If your child is a vegetarian, has a food allergy or sensitivity, is a picky eater or eating poorly, follows religious nutrition restrictions, or has any other special dietary needs, our clinical nutrition staff will ensure that your child's needs are met. Should you have any requests, questions, or concerns, please feel free to contact the clinical nutrition office at 401-432-1190.

Outpatient Services Information

In order to provide the highest quality care to as many children and families as possible, we have created the following agreement for our families:

- Payment for services is due at the time of service. All co-payments, deductibles, and other non-covered services will be paid according to your insurance plan. Visit fees not covered by your plan will be paid prior to the next scheduled appointment.
- Please notify the Bradley Hospital outpatient services of any changes in your insurance prior to the next scheduled appointment.
- Notification of at least one business day is required for appointment cancellations. For example, if you have an appointment on Monday, you need to call before 9 a.m. on Friday. If you have an appointment on Thursday, you need to call before 9 a.m. Wednesday. A fee will be charged for late cancellations and/or missed appointments.
- Late cancellation and missed appointment fees are billed to you and are not reimbursed by the insurance company. These payments must be made prior to the next scheduled appointment. (Due to state regulations, the late cancellation and/or missed appointment fees do not apply to patients who have Medicaid or RIte Care policies).
- If there are more than 3 episodes of late cancellation and/or missed appointment, your clinician may choose to discontinue treatment. If payments for services not covered by insurance are not made, treatment may be suspended or discontinued. In the case of a history of late cancellations and/or missed appointments, future services may not be provided. If you would like a copy of the full Outpatient Financial and Patient Care Agreement, please contact the outpatient staff.

Confidentiality

During the course of your family's involvement with Bradley Hospital, you will share personal information about yourself as well as about your child. As described in the enclosed Brown University Health Joint Privacy Notice, Bradley Hospital is required by federal law to safeguard your child's protected health information. Bradley Hospital is also bound by the requirements of Rhode Island Mental Health Law, which provides some additional protections to the confidentiality of health information. This means that all information and records about your child that we obtain and maintain are confidential, including the fact that your child was evaluated and treated here. This also means that we must have your written permission to request or release confidential information about your child.

However, there are certain exceptions to the requirement that we obtain your written permission to release or request confidential information. These exceptions are described below.

For your child's health care, we may release his or her confidential information:

- To health care professionals who are providing or will provide services to your child, such as when we arrange for your child's follow-up care after discharge.
- In medical emergencies if your child's health or life is in jeopardy, such as if your child is in need of care in an emergency room.
- For aid, insurance or medical assistance. For example, we may release the information to have your child's treatment paid for by your insurance company.
- For program evaluation and research, such as when we conduct studies to improve our treatment.
- For certain legal purposes, like court committal proceedings when it may be necessary to receive permission from a judge to treat your child, or if a judge orders us to turn over your child's records in court.
- As required by law or regulation, we may release information to the Rhode Island Department of Health, such as in the investigation of complaints about your child's treatment here, or to the Department of Children, Youth and Families if we have reason to suspect abuse or neglect.
- As required by law or regulation, we may release information to the Rhode Island Department of Health or the Department of Behavioral Healthcare, Developmental Disabilities and Hospitals such as the investigation and complaints or certain events concerning your child's treatment here.

Bradley Hospital expects that our patients and families will respect the privacy of other patients, families and visitors. We hope that you share this important value.

Spiritual and Religious Services

Bradley Hospital makes an effort to support spiritual needs and practices. Ecumenical services are available to interested children and their families. There are additional services for special religious holidays. Please watch for notices in the main lobby. A family's own spiritual or religious leader is always welcome. In addition, volunteer clergy are available if requested. For additional information, call your family therapist or the Family Liaison Program at 401-432-1205.

Interpreter Services

To meet the needs of patients and family members who do not speak English or who have a hearing or speech impairment, Bradley provides trained interpreters free of charge. Please notify the clinician or unit charge nurse, who will make the necessary arrangements through interpreter services. We also provide portable telephone machines for special communication needs.

Food Allergy Alert

To keep our patients as safe as possible, do not bring food containing peanut or tree-nut products to our hospital campus. Exposure to peanut/tree-nut foods can be life threatening for certain patients who have peanut/tree-nut allergies. For this reason, our hospital campus is a “peanut/tree-nut safe” environment.

If you are not certain whether a food contains peanuts or tree nuts such as almonds or walnuts, or whether a food has been cooked in peanut or tree-nut oil, we ask you to consult with our nurses, your child’s doctor or our dietitian.

Safe Patient Handling and Mobility

Bradley Hospital is committed to the safety of its staff and patients. As part of this commitment we have developed a safe patient handling and mobility committee that aims to minimize manual lifting of patients, when clinically justified, whenever possible by using mechanical lift equipment (such as a Hoyer/Viking lift, and Stryker stretcher). If you have any questions or concerns about safe patient handling please contact the clinical development specialist at 401-432-1611.

Valuables

Please leave all valuable belongings at home. If your child brings valuables to the hospital, we ask that you take them home as we are not able to take responsibility for them.

Discharge Time - 11 a.m.

Discharge from inpatient units needs to occur before or promptly at 11 a.m., on the day the patient is scheduled to leave the hospital. Leaving by 11 a.m. allows us to accommodate children who are awaiting urgent admission to the hospital. Upon discharge, please be sure to take home all of your child’s personal belongings.

The Bradley Learning Exchange

The Bradley Learning Exchange provides practical, state of the art education on behavioral health topics for members of our community. Parents and other adults who are important in the lives of our children and adolescents are particularly welcome. For information, please visit bradleyhospital.org.

Patient Rights and Responsibilities

This is a summary of your rights and responsibilities as a patient of a Brown University Health facility. Please be aware there may be occasions when there are clinical reasons for temporarily restricting patient rights to ensure the patients’ safety or the safety of others. To receive an oral or written translation of this document, please visit Patient Registration or call Interpreter Services at 1-401-606-8884.

You have the right to:

- Kind, safe and respectful care
- Treatment and information without discrimination based on age, color, culture, ethnicity, gender identity or expression, language, national origin, physical or mental disability, race, religion, sex, sexual orientation, socioeconomic status, or source of payment
- Interpreter and translation services at no cost if your English is limited
- The name of any physician, provider, or institution that is responsible for, or involved in, your care or treatment
- Personal privacy and confidentiality of your medical records, in accordance with law and Brown University Health’s policy
- Participate in your care and make informed decisions, including the right to refuse treatment as permitted by law
Choose someone to make health care decisions for you
- Make advance directives (“Durable Power of Attorney for Health Care” or “Living Will”) and include them in your medical record
- Assessment and management of your pain
- A reasonable response if your health care provider requests medical services for you or if you request additional services
- Freedom from restraints and seclusion that are not medically necessary or that are used as a means of coercion, discipline, convenience, or retaliation by staff
- Give or refuse informed consent to participate in human subjects research as required by law
- Be informed about the reasons and alternatives before you are transferred to another facility
- Receive information about hospice care



Patient Rights and Responsibilities (cont.)

- Review your bill and be given an explanation of the charges, regardless of the source of payment; you will be provided with a summarized medical bill within 30 days of discharge, and an itemized bill on request
- Examine and obtain a copy of your medical records, at no charge in certain cases
- Examine the health care facility's rules and regulations that govern your treatment
- The presence of someone whom you choose to give you emotional support, and visits from people you choose, unless it interferes with others' care or your own

You have the responsibility to:

- Provide the health care facility or your physician with information about past illnesses, hospitalizations, medications, allergies, and other matters related to your health care
- Inform the health care facility if you do not understand or will be unable to carry out medical instructions
- Not take any drugs unless they are prescribed by your physician and administered by health care facility staff
- Treat staff and licensed independent practitioners with respect, and use civil language; threats, violence, disrespectful communication, or harassment of other patients, visitors, staff, or provider for any reason, including because of an individual's age, ancestry, color, culture, disability (physical or intellectual), ethnicity, gender, gender identity or expression, language, military/veteran status, national origin, race, religion, sexual orientation, or other aspect of difference will not be tolerated
- Be considerate of other patients and their visitors, particularly respecting privacy, not smoking, and keeping noise at a reasonable level
- Keep all appointments and provide advance notice if you are unable to keep an appointment
- Let health care facility staff know if you have prepared advance directives ("Durable Power of Attorney for Health Care" and/or "Living Will") and provide a copy to the health care facility
- Provide complete insurance information
- Take financial responsibility for paying for all services rendered, either through your insurance, or by personally paying for any services that are not covered by insurance
- Participate in the process of medical education of future health care professionals, as authorized by the health care facility

Interpreter Services:

If you need an interpreter, Brown University Health will provide one free of charge. Please ask your provider, or call 1-401-606-8884.



You have a right to a sign language interpreter if you need one.



TDD/TTY (711) or RI Relay (1-800-745-5555) phones are also available. Please ask a Brown University Health staff member to assist you.

Concerns:

If you have a concern, or if you believe your rights have been violated, you may make a complaint by calling 1-401-606-8885. After hours, please call the operator at 1-401-444-3500 and ask for the on-site administrator.

You may also report your concern to the Rhode Island Department of Health at 1-401-222-5200, or The Joint Commission at 1-800-994-6610.

Children's Bill of Rights (R.I.G.L 42-72-15)

- A. No child placed or treated under the supervision of the Department in any public or private facility shall be deprived of any personal property or civil rights, except in accordance with due process.
- B. Each child placed or treated under the supervision of the Department in any public or private facility shall receive humane and dignified treatment at all times, with full respect for the child's personal dignity and right to privacy, consistent with the child's treatment plan.
- C. Each child placed in a secure facility under the supervision of the Department shall be permitted to communicate with any individual, group, or agency consistent with the child's treatment objectives; shall be provided writing materials and postage; and shall be permitted to make or receive telephone calls to or from his or her attorneys, guardians ad litem, special advocates, or child advocate at any reasonable time.
- D. The Department shall adopt rules and regulations pursuant to the Administrative Procedures Act, chapter 35 of this title, regarding children placed in secure facilities to specify the following:
 1. When a child may be placed in restraint or seclusion or when force may be used upon a child;
 2. When the head of a facility may limit the use or receipt of mail by any child and a procedure for return of unopened mail; and
 3. When the head of a facility may restrict the use of a telephone by any child.
- E. A copy of any order placing a child at a secure facility under the supervision of the Department in restraint or seclusion shall be made a part of the child's permanent clinical record. In addition, any special restriction on the use or receipt of mail or telephone calls shall be noted in writing; signed by the head of the facility or the facility head's designee; and made a part of the child's permanent clinical record.

- F. Each child placed or treated in a secure facility under the supervision of the Department shall be permitted to receive visitors subject to reasonable restriction consistent with the child's treatment plan. The head of each facility shall establish visiting hours and inform all children and their families and other visitors of these hours. Any special restrictions shall be noted in writing; signed by the head of the facility or his or her designee; and made a part of the child's permanent clinical record.
- G. Each child may receive his or her clergyman, attorney, guardian ad litem, special advocate, or Child Advocate at any reasonable time.
- H. No person shall be denied employment, housing, civil service rank, any license or permit, including a professional license, or any other civil or legal right, solely because of a present or past placement with the Department except as otherwise provided by statute.
- I. Each child under the supervision of the Department shall have the right to counsel and the right to receive visits from physicians and mental health professionals.
- J. Each child shall have a right to a hearing, pursuant to rules and regulations promulgated by the Department, if the child is involuntarily transferred by the Department to any facility outside of the state in accordance with the procedure set forth in §42-72-14.
- K. The Children's Bill of Rights shall be posted in a conspicuous place within any secure facility for the residential housing of children.
- L. Every deliverer of services with whom the Department enters into a purchased services agreement shall agree, in writing, to observe and post in a conspicuous place, the Children's Bill of Rights.
- M. Any child aggrieved by a violation of the Children's Bill of Rights may petition the Family Court for appropriate equitable relief. The Family Court shall have exclusive original jurisdiction, notwithstanding any remedy contained in Chapter 35 of this title.
- N. A child victim or witness shall be afforded the protections of §12-28-9 under the direction of the Department of Children, Youth, and Families, and the Department shall advise the court and the police and the prosecutor on the capacity of the child victim to understand and participate in the investigation and in the court proceedings and of the potential effect of the proceedings on the child.
- O. Every child placed in the care of the Department of Children, Youth, and Families shall be entitled to a free appropriate education, in accordance with state and federal law. Immediately upon the assumption of that care, the Department shall provide for the enrollment of each child in a school program. During the time that the child shall remain in that care, the Department and appropriate state and local education agencies shall coordinate their efforts in order to provide for the timely initiation and continuation of educational services.
- P. No person shall be denied access to available treatment for an alcohol- or drug-related condition solely because of a present or past placement with the Department.
- Q. No child shall be discriminated against on the basis of race, color, religion, ancestry, national origin, gender, sexual orientation, gender identity or expression, socioeconomic status or mental, physical, developmental, or sensory disability, or by association with an individual or group who has, or is perceived to have one, or more of such characteristics.

For Further Information – Contact:
 OFFICE OF THE CHILD ADVOCATE
 401-462-4300
www.child-advocate.ri.gov

Rights of Patients

Rhode Island Mental Health Law (40.1-5-5(f))

A patient admitted or certified to this facility shall not be deprived of any constitutional, civil or legal right solely because he or she has been admitted or certified to this facility, nor shall the certification or admission modify or vary any constitutional or civil rights. These rights include, but are not limited to:

1. Privacy and dignity;
2. Civil service or merit rating or ranking and appointment;
3. Relating to the granting, forfeiture or denial of a license, permit, privilege or benefit pursuant to any law;
4. Religious freedom;
5. Be visited privately at all reasonable times by his or her personal physician, attorney and clergyperson, and by other persons at all reasonable times unless the official in charge of the facility determines either that a visit by any of the persons or a particular visitation time would not be in the best interests of the patient and he or she incorporates a statement for any denial of visiting rights in the individualized treatment record of the patient;
6. Be provided with stationery, writing material and postage in reasonable amounts and to have free, unrestricted, unopened and uncensored use of the mail for letters;
7. Wear one's own clothes, keep and use personal possessions, including toilet articles, to keep and be allowed to spend a reasonable sum of money for canteen expenses and small purchases, to have access to individual storage space for his or her private use, and reasonable access to telephones to make and receive confidential calls; provided, however, that any of these rights may be denied for good cause by the official in charge of a facility or a physician designated by him or her. A statement of the reasons for any denial shall be entered in the individualized treatment record of the patient;
8. Seek the independent psychiatric examination and opinion from a psychiatrist or mental health professional of his or her choice;
9. Be employed at a gainful occupation insofar as the patient's condition permits, provided however, that no patient shall be required to perform labor;
10. Vote and participate in political activity;
11. Receive and read literature;
12. Have the least possible restraint imposed upon the person consistent with affording him or her the care and the treatment necessary and appropriate to his or her condition;
13. Have access to the Mental Health Advocate upon request;
14. Prevent release of his or her name to the Advocate or next of kin by signing a form provided to all patients for that purpose at the time of admission.

For Further Information – Contact:
 OFFICE OF THE MENTAL HEALTH ADVOCATE
 John O. Pastore Center
 Louis Pasteur Building 57, 4th Floor
 Cranston, RI 02920
 Tel: 401-462-2003
 800-346-2282
 Fax: 401-462-2008
 TTY: 401-462-6018

BROWN UNIVERSITY HEALTH NOTICE OF NON-DISCRIMINATION

Discrimination is Against the Law

Brown University Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Brown University Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Brown University Health:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, please contact Interpreter Services at 401-606-8884.

If you believe that Brown University Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:



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Civil Rights Coordinator
Patient and Guest Services
593 Eddy Street, Providence, RI, 02903
Telephone: 401-444-5817
TTY: 800-745-5555
Fax: 401-444-3009
Email: pgs@brownhealth.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Civil Rights Coordinator can help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

or by mail or phone at:
U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
800-368-1019, 800-537-7697 (TTY)

Complaint forms are available at:
<http://www.hhs.gov/ocr/office/file/index.html>.

SPANISH:	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-401-606-8884 (TTY: 1-800-745-5555).
FRENCH:	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-401-606-8884 (ATS : 1-800-745-5555).
ALBANIAN:	KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-401-606-8884 (TTY: 1-800-745-5555).
GREEK:	ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-401-606-8884 (TTY: 1-800-745-5555).
CREOLE:	ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-401-606-8884 (TTY: 1-800-745-5555).
ITALIAN:	ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-401-606-8884 (TTY: 1-800-745-5555).
POLISH:	UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-401-606-8884 (TTY: 1-800-745-5555).
CHINESE:	注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-401-606-8884 (TTY: 1-800-745-5555)。
HINDI:	ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मु त में भाषा सहायता सेवाएं हैं। 1-401-606-8884 (TTY: 1-800-745-5555) पर कॉल करें।
IBO:	Ntị: Ọ bụrụ na asụ Ibo, asụsụ aka ọasụ n'efu, defu, aka. Call 1-401-606-8884 (TTY: 1-800-745-5555).

PORTUGUESE:	ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-401-606-8884 (TTY: 1-800-745-5555).
RUSSIAN:	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-401-606-8884 (телетайп: 1-800-745-5555).
TAGALOG:	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-401-606-8884 (TTY: 1-800-745-5555).
VIETNAMESE:	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-401-606-8884 (TTY: 1-800-745-5555).
YORUBA:	AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi 1-401-606-8884 (TTY: 1-800-745-5555).
GUJARATI:	સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-401-606-8884 (TTY: 1-800-745-5555).
KOREAN:	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-401-606-8884 (TTY: 1-800-745-5555) 번으로 전화해 주십시오.
CAMBODIAN:	ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, យើងផ្តល់ជូនភាសា ដោយឥតគិតថ្លៃ។ អ៊ីម៉ាតឡាសង់ប៉ងអ៊ីស្តុក។ ផ្ទៃ ទូរស័ព្ទ 1-401-606-8884 (TTY: 1-800-745-5555)។
BASSA:	Dè dè nià ke dyédé gbo: Ɔ jù ké m̄ [Básɔ̀-̀wud̄n-po-nyɔ̀] jù ní, níí, à wud̄n kà kò d̄ò po-poò béin m̄ gbo kpáa. Dá 1-401-606-8884 (TTY: 1-800-745-5555)
LAO:	ປຶດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ຄ່າ. ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-401-606-8884 (TTY: 1-800-745-5555).
ARABIC:	ملحوظة: إذا كنت تتحدث انكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 401-606-8884-1 (رقم هاتف الصم والبكم: 1-800-745-5555).

Notes

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