

Welcome

to Mercy Hospital Northwest Arkansas

A Guide for Your Stay

Mercy

Your life is our life's work.

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Welcome to Mercy Hospital Northwest Arkansas

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Frequently Called Numbers

Main Hospital Number

479.338.8000

Gift Shop ..... Ext 2119
Nutrition Services..... Ext 3663
Housekeeping ..... Ext 1399
Patient Relations Hotline ..... Ext 2910
Security/Lost and Found .... Ext 2056

To Make an Outside Call

- Local calls: Dial 9 + number
- Long distance: Dial 9 + 1 + area code (if other than 501) + number
- Toll-free: Dial 9 + 1.800 + number





Welcome to Mercy Hospital Northwest Arkansas

Your care, comfort and safety while you are a patient are very important to us. It is our privilege to serve you at Mercy, and we want you to feel comfortable and welcome throughout your entire stay by every member of our team.

Our professionally trained clinical caregivers and support team will work closely with your physician in caring for you. Please do not hesitate to talk to your physician or nurse, or ask to speak to a leader, if you have any questions or concerns about your medical treatment or personal care. Our mission is to serve you with high quality, compassionate care and exceptional service, and we want to exceed your expectations.

Following your visit, you will likely receive a phone call, text, or email asking about your experience. This feedback is reviewed closely by our leadership team and allows us to recognize any exceptional co-workers who made a difference for you. It also provides important insight to help us know how to improve. I appreciate your time in providing your comments and suggestions.

I hope you find this guide helpful, as it contains important resources for you and any friends and family members assisting you. If the need arises during business hours, you may reach Administration by calling 479-338-2907, and our Patient Relations team is available at 479-338-2910.

On behalf of our entire care team, thank you again for the opportunity to care for you at Mercy.

Ryan Gehrig
President
Mercy Hospital Northwest Arkansas

Mission, Vision and Values

Our Mission is clear.
As the Sisters of Mercy before us, we bring to life the healing ministry of Jesus through our compassionate care and exceptional service.

Our vision is bold.
We are the people of Mercy Health Ministry. Together we are pioneering a new model of care. We will relentlessly pursue our goal to get health care right. Everywhere and every way that Mercy serves, we will deliver a transformative health experience.

Our values are never compromised.

Dignity	We cherish each person as created in the image of God.
Service	We seek out and put the needs of others first.
Excellence	We give only the best for those entrusted in our care.
Justice	We pledge to be in right relationships with one another with a particular concern for people who are economically poor.
Stewardship	We wisely use our talents and resources to strengthen Mercy as a ministry of the Church.



You Should Know...

Your Care Team Would Like to Welcome You

Your health care is our priority. To determine where improvements are needed, Mercy takes part in the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. The HCAHPS survey rates your satisfaction with the quality of your care. It is designed to be a standardized tool for measuring and reporting experience across all hospitals in the U.S. After you are released from the hospital, you may be selected to participate in the HCAHPS survey. The survey asks multiple choice questions about your hospital stay. Please take the time to participate in the survey. Your feedback is an important part of our goal of improving the care and services we provide.

You Are Part of the Team

Communicate - It's your health; don't be afraid to ask your doctors and nurses questions.

Participate - You are the center of your health care team so ask questions, understand your treatment plan and medications, and communicate with your doctors and nurses.

Appreciate - There are many people in the hospital who need help; please be patient as doctors and nurses attend to everyone.

Advance Directives

Advance directives are legal documents specifically stating the actions you want taken for your health in the event you're no longer able to make decisions due to illness or incapacity.

- Durable power of attorney for health care allows you to appoint someone to make health care decisions for you if you are unable to do so.
- A health care directive allows you to state, in advance, your wishes regarding the use of life-prolonging procedures.

If you don't have an advance directive but would like more information or assistance completing one, please tell your nurse. Your nurse will contact someone from Pastoral Services to assist you.



Gift Shop

The gift shop is located on the first floor of the hospital, just around the corner from the cafeteria. It offers boutique style clothing, gifts, flowers, jewelry, cards, snacks and toiletries. Cash, checks and debit/credit cards are all accepted. The gift shop is open from 8:30 a.m. to 4 p.m. Monday – Thursday and 9 a.m. to 3:30 p.m. on Fridays. The gift shop is operated by Mercy Auxiliary Volunteers and all proceeds are donated to hospital projects and co-worker scholarships.

During Your Stay

We have policies and procedures in place to help you and your family work with our doctors, nurses and staff to get the most from your hospital stay. Please take a few minutes to review these guidelines with your loved ones.

Your ID Bracelet

As a patient, you will receive a special identification (ID) bracelet that states your name and hospital number and other important information. Your ID bracelet will be checked often during your stay. Please wear it at all times to prevent delays with important lab tests, X-rays and various other tests and treatments. If your ID bracelet is damaged or lost, please let your nurse know immediately.

Visitor Guidelines

We encourage visitors for emotional support and recovery. To provide a restful and safe environment, we ask that all visitors comply with the following guidelines:

- Be considerate of other patients by keeping noise to a minimum.
- Refrain from visiting if you have a cold, sore throat or any contagious disease.
- Observe "No Visiting" and precaution signs before entering a room.
- Do not smoke on the hospital campus.
- Leave the room during tests or treatments if asked.

General Hospital Visiting Hours

Visitors are welcome at NWA Mercy Hospital. We have an open visitation policy that allows 24/7 access. Children under the age of 12 must be accompanied by an adult.

Maternity and NICU visitor guidelines are available in the department.

Visitation may be adjusted based on patient condition at the discretion of the nurse or physician.



Pastoral Services

Mercy Chapel is located on the 1st floor near the cafeteria and is open daily from 8 a.m. to 8 p.m. Mass is celebrated in the chapel per availability of a Catholic priest. Mass times are published to notify patients when they occur. Chaplains are available in the hospital 7 a.m. to 11 p.m. Monday through Friday and 8 a.m. to 4:30 p.m. on the weekends. They can be called directly by you or your nurse. Chaplains respond to crisis and emergencies after hours by the nursing supervisor of the hospital.

Your Room

Your room assignment is based on your admitting diagnosis and the beds available on the day of your admission.

Your Hospital Bed

Since your surroundings will be different from home, medication could cause you to become confused or disoriented during the night. Please be aware that your hospital bed may be more narrow and higher than your bed at home. For this reason, the top two side rails will be raised at night. All four side rails may be raised at your request. For your safety, you are encouraged to remain in bed or call your nurse for help.

Public Restrooms

Public restrooms are available for visitors throughout the hospital. Please reserve in-room restrooms for patients only.

Free Medical Interpreters Available

Language interpreters and translation services are available at no cost when necessary to accomplish effective communication in the context of medical treatment, obtaining consent for procedures or tests, and providing information relating to health care recommendations, education, instructions, medications, diagnoses and prognoses. Please inform your nurse or care manager if services are needed.

During Your Stay

Leaving the Floor

Please check with your nurse before you leave the floor for any reason to make sure your physician has given approval and to let us know where you will be.

For the Deaf and Hearing Impaired

An interpreter, assistive listening devices, telecommunications devices (TDD) and closed-caption televisions are available at no cost for the hearing impaired. Ask your nurse for assistance.

Telephone

Telephones are provided in all patient rooms. Your family and friends may call patient information at 479-338-plus your room number to be connected to your room directly. Or they may call the operator at 479-338-8000 to be connected. You may place an outside call at any time.

To place a call within the hospital, dial the last four digits of the phone number (example: dial 6030 for 9314.6030)

To place a local call outside the hospital, dial 9 + the outside number, including area code.

If you would like to make a long-distance call, you may call collect, charge it to your telephone credit card or bill it to a third party. Calls may not be billed to your room.

Wireless Internet Service

Patients, visitors, co-workers and physicians have access to free, high-speed wireless Internet access (WiFi@Mercy) for their web-enabled devices. This service allows you to check email, browse the internet or connect to servers for work, education, entertainment, etc.





Electrical Devices

Electrical devices including hair dryers, curling irons, razors, radios, heating pads, portable heaters and other devices are not permitted in patient rooms. You may use only battery-operated devices.

Leave Your Valuables at Home

If you have valuables such as jewelry, credit cards and cash, please give them to a relative or friend to take care of during your stay. Store your contact lenses, eyeglasses, hearing aids and dentures in containers labeled with your name and place them in your bedside table drawer when not in use. Please don't put them on your bed or food tray – they may be damaged or lost. Mercy Hospital Northwest Arkansas cannot be responsible for replacement of personal belongings.

Hospital Safe

If you can't send your valuables home, please speak with your nurse about storing them in the hospital safe. Mercy Hospital Northwest Arkansas cannot be responsible for any valuables left in your room.

Cell Phones

Cell phone use is permitted in most areas. Please keep phone on silent or vibrate in the patient areas as it may interfere with their rest and recovery.

Fire Safety

We periodically conduct fire drills. If you hear an alarm, stay where you are. In the event of an actual emergency, hospital staff will notify you.

Smoking

Smoking and/or the use of tobacco or e-cigarette products is not permitted anywhere in the hospital or on hospital grounds.

Your Care

Partners In Your Care

You are a vital member of your care team. As part of our commitment to exceptional care, we ask you to take an active role in the decisions and choices relating to your care and treatment. While you're in the hospital, please keep your hospital identification bracelet on at all times.

Any time staff enters your room to administer medications, transport you or perform procedures and treatments, they must check your birth date and name before they proceed. At times, you may be asked the same questions repeatedly. We are aware that this may be repetitive. Please understand, however, that this verification process is a critical component in our patient safety program and helps ensure that all of our patients receive the correct medications and treatments.

Hospitalists

During your stay, a key member of your care team may include a Mercy hospitalist physician. Hospitalists are doctors to whom your primary doctor has entrusted your care during your hospital stay. They help us give you more coordinated and personal care. A hospitalist, working very closely with your primary care doctor, will serve as your primary doctor during you hospital stay - managing and coordinating with others on your care team.

They are very familiar with hospital staff, services and procedures and they know how to efficiently get things done to ensure you receive the highest level of care.

You may see different hospitalists each day, but rest assured that your care will be coordinated and a hospitalist will be available to address your health care needs and questions throughout your entire stay. Our hospitalists will provide your primary care physician updates about your treatment, and let them know of any care you'll need once you return home.

Medication Safety

By taking part in your own care, you can help the members of your health care team avoid medication errors. Here's how: Be sure that all of your doctors know what medications you have been taking, including prescription drugs, over-the-counter medications, herbal and vitamin supplements, natural remedies and recreational drugs. Please bring and maintain a completed updated medication list.

Be sure that all of your doctors know of any allergies you may have to medications, anesthesia, foods, latex products, etc. and what your reaction is to these products.

Do not bring any medications to the hospital. All medications you take while at Mercy Hospital have been prescribed by your physician, are dispensed by the hospital pharmacy and administered by a trained professional. Patients are not permitted to administer their own medications or to keep personal medications, vitamins or herbal remedies unless approved by their physician.

Illicit substances should not be on the Hospital campus. If a patient has

medical marijuana, arrangements will be made to send home as quickly as possible.

Proper medication storage and disposal reduces the risks of:

- Medications being taken by an unintended person
- Medications being taken improperly or when expired
- Medications causing environmental contamination of water resources

Safe Storage of Your Medications:

- Always lock up your medications
- Keep medications away from children and pets
- Never keep expired or unused medication
- Keep track of how many pills are in medication bottles
- Do not share medications with friends or family

Safe Disposal of Your Medications:

- Drop off unused medication at police stations or pharmacies that participate in take-take programs
- Medications can be mixed in with used coffee grounds or kitty litter and thrown away
- Utilize at-home drug disposal bags
- If unable to utilize a drug take-back program or drug disposal bag, the FDA recommends opiods be flushed down the toilet

Hand Hygiene

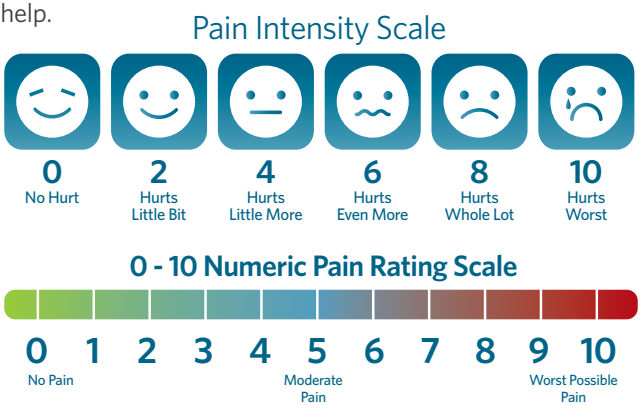
Everyone caring for you should clean their hands. If you don't see your doctor, nurse or health care provider wash their hands with soap and water or use a waterless alcohol hand rub when entering your room to provide care, it's okay to ask. Be an active participant in the hand hygiene process by also reminding your visitors to clean their hands.

Fall Prevention

Please call your nurse for assistance to get out of bed unless you have permission to get out on your own. If your bedrails are raised, please leave them up. Always have an attendant present when getting in or out of a wheelchair. Do not leave your nursing unit without telling your nurse and please wear non-skid footwear.

Managing Your Pain

You know best how you're feeling. We use a scale of 1 to 10 to assess pain. If you're in pain, talk to your doctor or nurse. They're willing to listen and want to help.





Policies You Need to Know

- Mercy is a tobacco-free campus. The use of any and all tobacco products and electronic cigarettes is prohibited in hospital buildings, surrounding facilities or in adjacent property areas.
- Mercy pet policy allows service animals. Please consult your nurse prior to bringing an animal into the hospital.
- Cameras and cell phone cameras may not be used unless permission is obtained from the patient or designee and the nurse manager on your floor.
- Cell phones are permitted in most areas. Please be considerate of others by keeping personal conversations out of public areas.
- No firearms, knives or weapons are permitted in hospital buildings, surrounding facilities or adjacent properties.
- Open flames of any kind, such as matches, lighters and candles are prohibited.
- Personal belongings are your responsibility. Items can be easily misplaced, lost or accidentally discarded. We recommend you leave all non-essential items with your family or at home.

Patient Privacy

Mercy is committed to the privacy and security of your personal information. Both our electronic health record and our traditional file systems are maintained using the latest information security procedures. For more information about our privacy policies, call 314.364.3381.

Patient Rights and Responsibilities

You have the right:

- To quality care that respects your personal values, beliefs, cultural background and physical, psychosocial, and educational needs and preferences.
- To be treated with consideration, dignity and respect.
- To pastoral care and other spiritual services.
- To be informed (or when appropriate the patient's designated representative/support person, to the extent permitted by law) of your rights in advance of furnishing or discontinuing care whenever possible.
- To receive care in a safe, secure setting with protective oversight while you are in the hospital.

- To be free of all forms of abuse, neglect, harassment or corporal punishment.
- To be free from restraint or seclusion of any form imposed as a means of force, discipline, convenience or retaliation by staff. Restraint or seclusion may only be imposed by the properly trained staff to ensure the immediate physical safety of the patient or staff member, and must be discontinued at the earliest possible time.
- The dying patient has the right to care that optimizes his/her dignity and comfort.
- To make informed decisions about organ donation.
- To consult an ethic resource

Privacy and Confidentiality

- To personal privacy in providing your care and to the confidentiality of your clinical and billing records. You and your designated representative/support person have the right to access, review and receive copies of information contained in your clinical records (upon proper authorization) within a reasonable time frame governed by state and local law for a nominal fee. You also have the right to ask that information about your presence at Mercy not be made available to the public.

Information About your Treatment:

- To have information provided to you in a manner that meets your needs and is tailored to your age, preferred language and ability to understand.
- To access an interpreter and/or translation services free of charge to help you understand medical and financial information.
- To be informed about the outcomes of care, including unanticipated outcomes.
- To have a family member or designated representative/ support person of your choice and your own physician notified promptly of your admission to the hospital.



- To have your legally designated representative/support person exercise your rights on your behalf if you lack the capacity to participate in the decision making process, to the extent permitted by law.
- To consent to or refuse treatments to the extent permitted by law, procedures, service delivery, or concurrent services and be informed of the medical consequences of your decision.
- To treatment and services that you need or request which are within the ability of the hospital to provide. If Mercy cannot provide a service, you and your designated representative/support person have the right to be informed about the need to transfer to another facility and the alternatives to such a transfer.
- To participate or refuse to participate in medical research, to have any research fully explained to you, and to be assured that there will be adherence to research guidelines and ethics, should you choose to participate.
- To know the identity and professional status of the people who are caring for you.

Participation in Decisions about your Care:

- To participate in the development and implementation of your plan of care and discharge planning, and in any changes of your plan of care.
- To make informed decisions regarding your care (you or your designated representative/support person, to the extent permitted by law). Your rights include (you or your designated representative/support person, to the extent permitted by law) being informed of your health status (including diagnosis and prognosis), being involved in care planning, treatment, services, discharge planning and being informed of any changes to your care plan and being able to request or refuse treatment. Informed consent includes an explanation to you, in layman's language, the nature of the proposed procedure or treatment, the risks and benefits and alternative procedures or treatments. This includes being informed of service options available and choice of agencies providing the service. This right must not be construed as a mechanism to demand the provision of treatment or services deemed medically unnecessary or inappropriate.

Power of Attorney and Advance Directives:

- To formulate advance directives and to have hospital staff and practitioners who provide care in the hospital comply with these directives.
- To make health care directives and/or appoint a surrogate to make health care decisions on your behalf, to the extent permitted by law.

Pain Management:

- To care that manages your pain and respects and supports pain management decisions made by you and your health care team. Mercy plans, supports and coordinates care and resources to ensure that the pain of all patients is recognized and addressed appropriately.

Reasonable Response to your Requests and Needs:

- To reasonable accommodations, subject to your medical needs, if you have physical disabilities.
- To be informed of visitor policies, along with any clinical restrictions or limitations.
- To have a family member, friend or other individual present for emotional support during your stay.
- To access available communications – to send or receive mail, make telephone calls and have permitted visitors, unless medically or therapeutically inadvisable. Any restrictions will be explained to you.
- To have all visitors enjoy full and equal visitation privileges consistent with your preferences. The only limitations Mercy might place on visitation rights would be due to clinical necessity, patient safety or other considerations that are in your best interest, including restrictions for patients who are prisoners, victims of a violent crime or transferred from a facility where they have been under protective status; limitations on visiting hours, number of visitors, age of visitors (children under age 12) and restriction on visitors with communicable diseases, specific patient units that need different visitation policies, physician-oriented visitation restrictions for your safety or when deemed to be in your best clinical interest. (Please understand it is impossible to delineate or anticipate every clinical reason that could warrant restrictions or limitations.)
- Mercy reserves the right to determine any other situation where it is necessary to limit visitation.) You and your designated representative/ support person have the right to choose your visitors as guaranteed by federal law, including the right to consent to and receive, restrict or withdraw/deny visitors you designate at any time, including, but not limited to, a spouse, a domestic partner (including a same-sex domestic partner), and other family members or friends. Mercy shall not restrict, limit or deny visitation privileges on the basis of color, race, religion, creed, gender identity, sexual orientation, national origin, sex, age, physical ability or sources of payment for care.

Express Concerns or Grievances:

- To have your complaints about treatment, care or infringement of rights reviewed and investigated, and to expect a prompt resolution of the issue, including a timely written notice of the resolution without compromising your care.
- To be informed of the hospital's patient grievance policies and procedures, including whom to contact and how.
- To file a formal or informal verbal or written grievance, and to expect a prompt resolution of the grievance, including a timely written notice of the resolution.

The grievance may be made by the patient or the patient's designated representative/support person.

Patient Responsibilities:

- Giving accurate and complete information about matters relating to your health.
- Telling your doctor and Mercy of any advance health care directives, such as a durable power of attorney, and providing a copy to be included in your medical records.
- Following the treatment plan agreed upon by you and your doctor, and for accepting the consequences if you refuse recommended treatment.
- Asking questions when you do not understand what you have been told about your care or what you are expected to do.
- Making sure the financial obligations of your care are fulfilled, providing information necessary for claims processing.
- Exhibiting courteous and respectful behavior toward other patients, visitors, hospital personnel, medical staff and property, respecting privacy and confidentiality of others.
- Violent, aggressive, disrespectful or abusive behavior will not be tolerated on this campus. Visitors and patients will be asked to leave and comply with safety procedures. Refusal to leave may constitute illegal trespass.
- Discussing pain relief options, collaborating with your physician and nurse to develop a pain management plan, requesting pain medication when needed and informing Mercy staff if the pain is not relieved.
- Abide by all hospital rules and safety regulations and be mindful of noise levels, privacy and number of visitors.
- Express any needs you may have to enable us to provide reasonable accommodations.
- Inform the health care team when you have issues or concerns related to your safety.
- You, your family and visitors have a responsibility to refrain from tobacco use anywhere on the hospital campus, consistent with local ordinances and Mercy policies.

All patient rights, responsibilities and services at Mercy are provided without regard to color, race, religion, creed, gender identity, sexual orientation, national origin, sex, age, physical ability or source of payment for care. If you feel as though you have been denied a benefit or service because of your color, race, religion, creed, gender identity, sexual orientation, national origin, sex, age, physical ability or



source of payment for care, you may file a complaint of discrimination with the Manager of Patient Relations at 479.338.2910. Grievances can also be reported at this number.

While we encourage you to contact staff present, the manager, or director of the department or Patient Relations, you may also file a complaint with:

Arkansas Department of Health
5800 W. Tenth, Suite 400
Little Rock, AR 72204
Phone: 501-661-2201
Fax: 501-661-2165
Email:
ads-hfs-complaints@arkansas.gov

Office of Quality Monitoring
The Joint Commission
To Report a Patient Safety Concern or File a Complaint:
www.jointcommission.org
Go to: Resources > Patient Safety Topics > Report a Patient Safety Concern or Complaint

Mail to: Office of Quality and Patient Safety | The Joint Commission
One Renaissance Blvd. | Oakbrook Terrace, Illinois 60181

Medicare beneficiaries also may file a grievance with:

KEPRO
5201 W. Kennedy Blvd., Suite 900
Tampa, FL 33609
Phone: 888.315.0636
Email: beneficiary.complaints@hcqis.org

You will not be intimidated, harassed, threatened, or suffer any penalty because you file a complaint. Any penalty or reprisal against you or any other involved persons are prohibited by law.

Financial Information

Your bill reflects the services you have received through Mercy. Charges fall into two categories. Your room, board and nursing care is one. The second covers expenses for services ordered by your physician.

Insurance deductible and copayments: Please be sure to have an up-to-date insurance card during admission. It helps us to work directly with your insurance company to identify any deductible or co-payment amounts determined by your insurance coverage. We ask that any such deductible or co-payment amounts be paid at time of service.

Payment options: Patient balances are due within 15 days after you receive your bill. Full payment may be made by cash, check, VISA, MasterCard, Discover or debit card. Other arrangements may be made by contacting patient accounting at 1.800.833.0799.

Financial counseling: If you do not have insurance, Mercy requests that you meet with a financial counselor prior to or at the time of your service to discuss financial arrangements. Financial counselors can assist you with identifying potential assistance from federal, state and local programs. Financial discounts (total or partial) are based solely on the ability to pay and not on the basis of age, race, religion or national origin. Financial counseling is available Monday - Friday by calling 855.420.7900.

Leadership Team Rounding

Our leadership team rounds daily to speak with our patients and coworkers, so you may have a visit from one of our senior leaders or managers. They aim to address any concerns or compliments you have in that moment. This team relies on your feedback to ensure that we are providing exceptional care for all patients we serve.

Hourly Rounding

During your stay with us, a staff member will be rounding in your room hourly. This is to ensure that your needs are being met. This rounding will address your pain, position, and bathroom needs in addition to anything else you may need. We aim to proactively meet your needs so we ask that you please let us know if you have any questions, concerns or compliments. Your care team and their phone numbers will be listed on the white board in your room and can be reached if you have needs in between these rounding times.



Bedside Nursing Report

You are a vital part of your health care team. For this reason, when the nursing staff is handing off your care to the oncoming shift, they will review your plan of care as a team, discussing your care and involving you or your family.

This allows you to hear your plan of care first-hand and ask any questions you may have related to your care for the day/night.

We do not wish to interrupt your rest. If you are asleep, we will not wake you up to participate in this report unless you ask the staff to do so.

Nondiscrimination Notice

Mercy complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2). Mercy does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex. Mercy provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats). Mercy provides free language assistance services to people whose primary language is not English, which may include qualified interpreters and information written in other languages. If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact your local Mercy facility. If you believe that Mercy 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: Mercy's Chief Compliance Officer, 15740 South Outer 40 Road, Chesterfield, MO 63017, 1-844-764-0100, corpmercy1557@mercy.net. You can file a grievance by mail or email. If you need help filing a grievance, Mercy's Chief Compliance Officer is available to 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, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html. This notice is available at Mercy's website: www.mercy.net. **Free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call your local Mercy facility or speak to your provider.**

Language Assistance Available

Amharic - አማርኛ

አማርኛ የሚናገሩ ከሆነ፡ ነፃ የቋንቋ እገዛ አገልግሎቶች ለእርስዎ ይገኛሉ። መረጃን በተደራሽ ቅርፀቶች ለማቅረብ አግባብ የሆኑ ተጨማሪ ሌጎችም እና አገልግሎቶችም እንዲሁ በነጻ ይገኛሉ። በአካባቢዎ ለሚገኘው የMercy አገልግሎት ይደውሉ ወይም አቅራቢዎን ያነጋግሩ።

Arabic - العربية

إذا كنت تتحدث اللغة العربية، فصوف تتوافر لك خدمات المساعدة اللغوية المجانية.

كما تتوفر أيضًا مساعدات وخدمات مساعدة مناسبة لتقديم المعلومات بتنسيقات يُسهل الاطلاع عليها مجانًا. اتصل بمنشأة Mercy المحلية الخاصة بك أو تحدث إلى مقدم الرعاية الخاص بك.

Bosnian - bosanski Croatian - hrvatski Serbian - srpski

Ako govorite bosanski/hrvatski/srpski, dostupne su Vam besplatne jezičke usluge. Besplatna su i odgovarajuća pomagala i usluge za pružanje informacija u pristupačnim formatima. Pozovite lokalnu ustanovu Mercy ili razgovarajte sa svojim provajderom usluga.

Burmese - မြန်မာ

သင်ဘာသာစကားကိုပြောပါက ဘာသာစကားအကူအညီ ဝန်ဆောင်မှုများကို သင်ရရှိနိုင်ပါသည်။ သင့်လျော်သော အရန်အကူအညီများနှင့် သတင်းအချက်အလက်ဝန်ထမ်းဆောင်မှုများကို လက်လှမ်းမီနိုင်သော ဖော်မတ်ပုံစံများဖြင့် လည်း အခမဲ့ရရှိနိုင်ပါသည်။ သင်၏ နီးစပ်ရာ Mercy ဆေးရုံသို့ ဖုန်းဆက်ပါ။ သို့မဟုတ် သင်၏ ကုသသူနှင့် ဆွေးနွေးပါ။

Cherokee - ᏣᎳᎩ

ᎯᎠ ᏣᎳᎩ ᎭᏫᏂ, ᏣᎳᎩ ᎦᎾᏍᎪᎾᏍᎩ ᎤᏍᏆᏂᎪᏓᏁᏗ ᎤᏚᎵᏍᏗ ᎠᏎᏃᏒᎯᏰᏍᏗᏍᎩᏂ ᎠᏓᏅᏖᎳ ᎤᏂᎬᏫᏳᎯ, ᎠᏓᏅᏖᎳ ᎤᏂᎬᏫᏳᎯ ᎤᏂᎦᏓᏅᏖᏗ ᎤᏂᎦᏓ. ᎤᎾᏙᏓᏆᏍᏗ ᎠᏓᏅᏖᎳ ᎤᏂᎬᏫᏳᎯ ᎤᏂᎦᏓ. ᎤᎾᏙᏓᏆᏍᏗ ᎠᏓᏅᏖᎳ ᎠᏂᏴᏫ Mercy ᎠᏂᎧᏗᏳᎲᏍᎬᏗ ᎤᏂᎦᏓ ᎠᏓᏅᏖᎳ ᎠᏂᏴᏫ ᎤᏂᎦᏓ. ᎤᎾᏙᏓᏆᏍᏗ

Giving Back... Help us help others

Founded in 1984, Mercy Health Foundation Northwest Arkansas gives people the opportunity to support Mercy Hospital and Clinics through philanthropic support, making many programs, services, and continued outreach education possible for the community.

At Mercy, providing the best care possible is a top priority. We save lives and make health care advances every day, and the financial support of generous people has helped Mercy expand and provide state-of-the-art health care services. You can, too, by including Mercy in your planning.

Types of Gifts: A planned or deferred gift is any contribution that will come to the hospital in the future. Planned gifts include a bequest in a will, life insurance, trusts, annuities, life income agreements, charitable remainder trusts or real estate.

Planned gift donors receive special recognition by having their name permanently placed on our donor wall. Amounts or types of gifts will not be mentioned. Donors may ask their financial advisor to notify us of a planned gift.

Planned Giving Advisory Group: This group helps people who name or have listed Mercy as a beneficiary of a planned gift. These advisers can help in matters of trust, life insurance, real estate or stocks, and work with a family's professional advisor to ensure the donor's wishes are properly followed.

Mercy Health Foundation accepts donations of cash, securities, real estate and life insurance. Contact your financial advisor or our Planned Giving Advisory Group at 479-338-2990 for more information or to set up planned gifts. All communications are kept confidential, and there is no charge for this service.

Mercy Health Foundation

Mercy Health Foundation is a nonprofit organization. All contributions go directly to benefit hospital, clinic programs and projects in Northwest Arkansas. Charity care and other community services are direct beneficiaries. Decisions are made by a local board of community members.

Contact the Foundation

Mercy Health Foundation Northwest Arkansas
P.O. Box 98 | Rogers, AR 72757 | 479-338-2990
Email: nwa_mercy_ foundation@mercy.net
Website: mercyhealthfoundation.net/nwa

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RGR_40516 (9/10/25)