

**I. Ceeb Toom txog Kev Siv Cai Ntiag Tug.**

TSAB CEEB TOOM NO YUAV PIAV QHIA TIAS TEJ XOY XWM KHO MOB UAS NTSIG TXOG KOJ YUAV RAUG COJ MUS SIV THIAB NTHUAV TAWM ZOO LI CAS, THIAB KOJ YUAV NKAG MUS MUAB TAU XOY XWM NO TAU LI CAS. THOV CAW UA TIB ZOO SAIB KOM ZOO. **Siv Tau Txij Hnub Tim:** Hnub Tim 26 Feb Hlis Ntuj xyoo 2013 Hnub Tim Hloov Kho Tshiab: Hnub Tim 10 Ib Hlis Ntuj xyoo 2017

Peb nkag siab hais tias koj li xov xwm kho mob yog khoom ntiag tug. Peb muaj kev cog lus rau kev tiv thaiv koj li xov xwm ntiag tug. Wal-Mart Stores, Inc. ("Walmart and Sam's Club") thiab nws cov tuam txhab me yuav rau txoj cai lij choj hais kom tsuj kom tau txoj cai ntiag tug ntawm koj li xov xwm mob nkeeg tiv thaiv (protected health information ("PHI")), txhawm rau ua raws nraim cov cai tuav ntawm tsab Ceeb Toom no, thiab muab tsab Ceeb Toom no rau koj las yog hais txog peb cov luag haujlwm xov xwm xab thiab tej kev siv ntiag tug ntiag tug koj li xov xwm mob nkeeg. Peb yuav tsum ua raws cov cai tuav ntawm tsab Ceeb Toom ziaj no. **Siv Tau Txij Hnub Tim:** Hnub Tim 26 Feb Hlis Ntuj xyoo 2013 Hnub Tim Hloov Kho Tshiab: Hnub Tim 10 Ib Hlis Ntuj xyoo 2017

**Walmart and Sam's Club Tej Zaum Kuj Yuav Siv Thiab Nthuav Tawm Koj Li Xov Xwm Mob Nkeeg Tiv Thaiv Zoo Li Cas**

**1. Rau Kev Kho Mob.** Tej zaum peb kuj yuav siv koj li PHI txhawm rau muab ntawv qhia nqi tshauj, muab kev kho mob/kev pab cuam koo mob, thiab/lossis muab tej kev pab cuam tsuj tuav kev kho mob rau koj. Tej zaum peb kuj yuav nthuav tawm txog koj li PHI rau cov kws kho mob, cov chaw pab cuam, cov khw muag tshauj, cov chaw kho qhov muag, thiab lwm cov neeg uas txuam nrog rau hauv koj tej kev kho mob. **2. Rau Kev Them Nqi.** Tej zaum peb kuj yuav siv thiab nthuav tawm txog koj li PHI kom peb thiab li sau tau nqi los ntawm koj, koj lub tuam txhab tuav pov hwm xwm txheej, lossis pawg neeg thiab peb. Qhov no kuj yuav xam muaj kev tshabv xyuas kev muaj feem txog kev tuav pov hwm xwm txheej nrog lub xeeb tej Medicaid, Medicare, lossis lwm yam kev npaj kho mob, kev txiav txim txog kev tso npe nkag, thiab kev muab xov xwm rau cov koom haum uas pab peb xab cov ntawv sau nqi thiab sau cov nqi uas tsis tau them. **3. Rau Kev Saib Xyuas Mob Nkeegs.** Tej zaum peb kuj yuav siv thiab nthuav tawm txog koj li PHI rau kev saib xyuas mob nkeeg, uas xam muaj cov dej num tseem ceeb txhawm rau muab tej kev pab cuam saib xyuas mob nkeeg thiab ua kom ntseeg tau hais tias koj tau txais yam kev pab cuam uas muaj txiaj ntsim zoo. **4. Rau Ntawv Ohia Kom Ras Txog Kev Noj Tshauj thiab Cov Khoom Lag Luam thiab Kev Pab Cuam Uas Ntsig Txog Kev Mob Nkeeg.** Tej zaum peb kuj yuav siv lossis nthuav tawm txog koj li PHI txhawm rau: (1) muab cov ntawv qhia kom ras txog kev noj tshauj rau koj; (2) ceeb toom rau koj txog tej tshauj kho mob uas tag tej hnub nyoo lawm; (3) qhia koj pab txog ntawm tej khoom lag luam lossis tej kev pab cuam uas ntsig txog kev mob nkeeg; (4) qhia kom koj ras txog koj li kev ntsuam xyuas qhov muag lossis lwm yam uas muaj ib xyoo ib zaug; (5) pab qhia txog lwm cov kev kho mob uas ntxim koj yuav txaus siab rau; (6) qhia koj pab txog lwm qhov chaw uas koj yuav muaj feem muag tshauj noj; (7) qhia kom koj ras txog koj qhov kev teem caij tom chaw tshauj muag; (8) muaj tej xov xwm uas ntsig txog kev teem caij tom chaw tshauj mob rau koj; thiab/lossis muab tej kev pab cuam fab kev tsuj tuav kev kho mob rau koj. **5. Cov Neeg Uas Txuam Rau hauv Koj Li Kev Kho Mob lossis Kev Them Nqi rau Koj Li Kev Kho Mob.** Tej zaum peb kuj yuav nthuav qhia txog koj li PHI ib tug neeg twg hauv tsev neeg lossis ib tug phooj ywg twg uas txuam nrog rau hauv koj li kev kho mob lossis kev them nqi rau koj li kev kho mob, kom koj pom zoo nrog qhov kev nthuav qhia no lossis peb muab ib lub caij nyoo zoo rau koj los muab tawm tsam tsis pub muaj qhov kev nthuav tawm ntawd. Yog tias koj tsis muaj sij hawm lossis tsis muaj peev xwm los muab tawm tsam tsis pub ua, ces peb yuav siv peb qhov kev txiav txim siab uas zoo tshaj plaws los muab txiav txim siab hais tias peb qhov kev nthuav tawm no puas nyob rau qhov koj txaus siab rau tshaj plaws. **6. Raws li Txoj Cai Lij Choj Yuav Tseev Kom Ua.** Peb yuav nthuav tawm txog koj li PHI thiab uas yuav tsum tau ua raws li tsoom fvw, xeev, lossis txoj cai lij choj hauv cheeb tsam hais. **7. Txhawm Rau Nthuav Tawm Kev Kho Mob Hnav lossis Kev Nyab Xeeb.** Tej zaum peb kuj yuav siv thiab nthuav qhia koj li PHI thiab uas tsim nyog txhawm rau pov thiab ib qho kev kho mob loj rau koj li kev mob nkeeg thiab kev nyab xeeb lossis kev nyab xeeb ntawm sawv daws lossis lwm leej lwm tus. Tej zaum peb kuj yuav nthuav qhia koj li PHI rau dej num kev mob nkeeg ntawm sawv daws, xws li cov uas muaj hom phiaj rau kev pov thiab lossis kev tsuj kab mob, kev pov thiab kev raug mob, kev ceeb toom kev sib tiv rau cov tshauj kho mob lossis tej teeb meem nrog cov khoom lag luam, kev them khoom lag luam, thiab kev ceeb toom kev ua txhaum lossis kev tsis saib xyuas menyua, cov raws lossis cov neeg loj uas yuav tsum muaj neeg saib xyuas. Li cas los xij, txhua yam kev nthuav qhia tsuas pub muaj rau cov neeg uas muaj peev xwm pab pov thiab tau tej yam tsis zoo nkaws xwb. **8. Rau Dej Num Saib Xyuas Mob Nkeeg.** Tej zaum peb kuj yuav nthuav qhia PHI rau ib koom haum saib xyuas mob nkeeg twg rau hauv tej dej num uas tau txais kev tso cai los ntawm kev cai lijchoj. Cov dejnum saib xyuas uas tseem ceeb rau tsoom fvw los mus soj qab hom kab kev ntawm kev kho mob xam muaj kev tshabv xyuas qhov tseeb, kev tshauj ntsuam, kev kuaj xyuas thiab kev tso cai. **9. Rau Tej Kev Sib Fobh thiab Kev Tsis Haum Xeeb.** Yog hais tias koj txuam nrog rau hauv ib qhov kev sib fobh lossis kev tsis haum xeeb twg, tej zaum peb kuj yuav nthuav qhia koj li PHI ua kev teb rov qab rau daim ntawv txib ntawm lub tsev hais plaub lossis tsoom saib xyuas. Tej zaum peb kuj yuav nthuav qhia koj li PHI ua kev teb rov qab rau daim ntawv txib ntawm lub tsev hais plaub, kev thov txhawm rau kev tshabv nrhiav lossis lwm cov txheej txheem raws kev cai lijchoj los ntawm lwm leej lwm tus uas txuam rau hauv qhov kev tsis sib haum xeeb, tab sis tsuas yog thaum uas muaj kev muab siab qhia koj txog ntawm qhov kev thov nkaws xwb (uas kuj yuav muaj kev ceeb toom ua ntawv zias) lossis txhawm kom tau txais ib tsab ntawv txib uas tiv thaiv cov xov xwm uas raws mus. **10. Rau Cov Kev Ua Haujlwm Nom Tswy Uas Muaj Kev Txawj Rau Ib Fab Twg.** Tej zaum peb kuj yuav nthuav qhia koj li PHI: (1) yog hais tias koj yog ib tug neeg koom xeeb ntawm tsoom twg, rous li thov los ntawm tsoom saib xyuas hwj chim tub rog; (2) yog hais tias koj yog ib tug neeg raug txim lossis neeg raug saib xyuas, rau ib qho chaw daws kho lossis tub tog xwm cai lijchoj; (3) ua lus teb rau kev thov los ntawm tsoom saib xyuas kev ua raws cai lijchoj, raws li tej twj ceeb muaj meej; (4) ntawm tej paus ntsis kev ruaj nteeg hauv teb chaws uas tau txais kev tso cai los ntawm txoj cai lijchoj; (5) rau cov neeg koj xwm hauv tsoom fvw uas tau txais kev tso cai los mus tiv thaiv tus Thawj Pwm Tseev, lwm cov neeg uas tau txais kev tso cai lossis cov thawj qoj neeg txawv teb chaws hauv xeev. **11. Rau Cov Neeg Ua Haujlwm Tej Nvriaj Nqi Zog.** Tej zaum peb kuj yuav nthuav qhia koj li PHI rau ntawm tej neeg ua haujlwm li nqi zog lossis cov phiaj xwm uas zoo sib thooj. **12. Rau Kev Pub Khoom Nrog Cev (Organ) thiab Keeb Ngaj.** Tej zaum peb kuj yuav nthuav qhia koj li PHI rau tej koom haum nrhiav khoom nrog cev (organ) lossis lwm cov koom haum uas zoo sib xws rau cov hom phiaj kev pub lossis kev hloov khoom nrog cev. **13. Rau Cov Kws Tshauj Ntsuam Ploi Tuag thiab Cov Kav Xwm Ntees Tuag.** Thaum koj nrog lawm, tej zaum peb kuj yuav tso koj li PHI tawm rau tus kav xwm ntees tuag, tus kws tshauj ntsuam ploj tuag, lossis tus tshauj ntsuam kev kho mob, raws nraim li txoj cai lijchoj uas siv tau txhawm rau ua kom lawv ua tau lawv tej luag haujlwm. **14. Rau Tus Sawv Cev Ntiag Tug.** Tej zaum peb kuj yuav nthuav qhia koj li PHI rau ib tug neeg twg uas tau txais kev tso cai raws cai lijchoj los mus ua tam koj, xws li leej niam lossis txiv, tus neeg saib xyuas raws cai, tus tsuj tuav lossis tus saib xyuas koj tej khoom teej tug, lossis lwm tus neeg uas tau txais kev tso cai raws txoj cai lijchoj uas siv tau. **15. Rau Kev Kiab Khw.** Yog tias koj tso cai, tej zaum peb kuj yuav siv lossis nthuav qhia koj li PHI rau peb cov pawg neeg thiab peb, cov neeg sawv cev, cov chaw pab cuam thiab/lossis cov pob haujlwm txhawm rau pub kev sib txuas lus fab kev kiab khw rau koj. **16. Rau Kev Muag PHI Yuav Nvriaj.** Peb yuav tsis nthuav qhia koj li PHI rau lwm leej lwm tus ua kev sib hloov ncaj nraim lossis muag yuav nriaj los ntawm lwm txoj hauv kev tshwj tias qhov kev nthuav qhia ntawd raug muab rau lwm tus txhawm rau hom phiaj kev kho mob lossis them nqi, lossis thaum ho tau txais kev tso cai lossis raug tseev kom ua los ntawm txoj cai lijchoj hauv xeev lossis hauv tsoom fvw. Piv txwv li, qhov kev them nqi rov qab uas peb tau yeeb tau txais rau tej kev nthuav qhia ntawd kuj yuav tsis tshaj peb cov nqi tsim nyog rau kev npaj lossis kev hloov xa PHI. **17. Rau Koom Haum Lag Luam.** Tej zaum peb kuj yuav faib koj li PHI rau tej koom haum lag luam muaj meej uas muaj kev pab cuam rau peb. Tej zaum peb kuj yuav nthuav qhia koj li PHI rau ib lub koom haum lag luam twg kom lub koom haum lag luam ntawd thiab li ua txoj haujlwm uas peb hais kom nws ua rau peb thiab sau nqi ntawm koj lossis koj pawg neeg them nqi thiab rau tej kev pab cuam uas tau muaj los. Txoj kev cai lijchoj tseev kom peb nkaws xwb rau hauv cov ntawv cog lus ntawm koom haum lag luam txhawm rau pov thiab koj li PHI raws li txoj kev cai lijchoj thiab Walmart and Sam's Club tseev kom ua. **18. Rau Hom Phiaj Kev Tshabv Fawb.** Tej zaum peb kuj yuav faib koj li PHI rau tej hom phiaj kev tshabv fawb uas tsuas muaj tus nqi pab uas tau txais los ntawm lub koom haum saib xyuas lossis lub koom haum lag luam yug tus nqi tsim nyog kom duav txog tus nqi txhawm rau npaj thiab hloov xa PHI rau tej hom phiaj ntawd. **19. Rau Kev Muab Ohov Tseeb ntawm Kev Tiv Thaiv Kab Mob.** Tej zaum peb kuj yuav nthuav qhia cov ntaub ntawv tuav tseg txog kev tiv thaiv kab mob rau ib lub tsev kawm twg hais txog ib tug menyua uas yog tub ntshais kaum lossis tub ntshais kawm yav tom ntej ntawm lub tsev kawm, raws qhov tseev kom ua ntawm txoj cai lijchoj hauv xeev lossis lwm qhov, yog hais tias tau txais kev tso cai los ntawm neej niam leej txiv/tus neeg saib xyuas, cov tub ntshais hluas uas muaj kev sij pheej lawm lossis lwm tus neeg raws li qhov siv tau. **20. Kev Nthuav Qhia Raws Xwm Txheej ntawm Lub Khw Muag Tshauj Uas Oib Ohov Rais Muag Cev Rau Tus Neeg Hauv Tshab (Pharmacy Drive-Thru Window).** Nyob rau qee lub khw lossis koom haum peb pub muaj lub khw muag tshauj uas qib qhov rais muag cev rau tus neeg hauv tshab. Kev sib tham nrog lub khw muag tshauj kuj yuav yog ib qho uas muaj qee leej hnov tas li nyob rau hauv lossis zeeb ntawm lub khw muag tshauj. Yog hais tias koj xav tau cai ntiag tug ntxiv, ces peb xav qhia kom koj ua kev hloov khw muag tshauj nyob rau hauv lub khw lossis lub koom haum. **21. Cov Tswj Ciwm Saum Kev Siv Thiab Kev Nthuav Tawm Ntawm Koj Li Xov Xwm Mob Nkeeg.** Dhau ntawm cov uas tau piav qhia rau hauv tsab Ceeb Toom no, peb yuav tsis siv lossis nthuav qhia koj li PHI yam tsis muaj kev tso cai los ntawm koj. Yog hais tias koj tsis cai rau peb siv lossis nthuav qhia koj li PHI lawm los koj kuj tseem muaj peev xwm sau ntawv tuaj tso tseg koj li kev tso cai tau nyob rau txhua lub sij hawm. Yog hais tias koj tso koj li kev tso cai, qhov no yuav tso tseg txhua yam kev siv lossis kev nthuav tawm rau tej hom phiaj uas koj li kev tso cai duav txog, tshwj qhov uas peb twb tau ua raws koj li kev tso cai lawm. Peb yuav tsum ua raws txhua txoj kev cai lijchoj hauv xeev uas nruj dua cov cai qhuab HIPAA ntawm tsoom fvw. Nyob rau tus xwm txheej uas muaj kev yuam cai kev ruaj nteeg uas txuam nrog koj li PHI, yuav muab ib tsab ceeb toom rau koj. Cov xov xwm hais txog cov kev cai lijchoj no muaj nyob rau hauv www.walmart.com, www.samsclub.com lossis muaj raws kev thov nyob rau ntawm lub khw lossis koom haum hauv koj cheeb tsam.

**Koj Muaj Cov Cai Txuas Ntxiv Mus No Uas Hais Txog Koj Li Xov Xwm Mob Nkeeg Tiv Thaiv uas raug Ceev Cia hauv Peb Tej Ntaub Ntawv Tuav Tseg**

**1.** Tej zaum koj kuj yuav thov kev txwv txiav txog kev siv lossis kev nthuav tawm ntawm koj li PHI rau kev kho mob, kev khiav haujlwm txog kev them nqi lossis kev kho mob, lossis thaum uas siv lossis nthuav qhia koj li PHI rau qee leej uas txuam nrog rau hauv koj li kev kho mob lossis kev them nqi rau koj qhov kev kho mob uas li ib tug neeg hauv tsev neeg lossis ib tug phooj ywg. Peb tsis tas yuav tsum tau pom zoo nrog qhov uas koj thov. Yog hais tias peb nrog zoo, peb yuav ua raws koj li kev thov tshwj tias nyob rau tej yam xwm ti xws ti taw muaj meej twg lossis raws kev tseev kom ua los ntawm txoj kev cai lijchoj. **2.** Koj yuav thov tej kev txwv txiav rau kev nthuav qhia muaj meej ntawm koj li PHI rau koj li kev npaj kho mob ntawm cov hom phiaj kev nqis tes them nqi lossis kev khiav haujlwm kev kho mob hais txog cov kev pab cuam uas them rau pub ntawb (tus nqi uas them tiag uas tsis duav txog). **3.** Tej zaum koj kuj yuav kuaj xyuas thiab tau txais ib daim luam qauv ua ntawv lossis ua electronic ntawm koj cov ntaub ntawv tuav kev kho mob, yog hais tias twb tsim tau lawm. Rawv li ib twxm, qhov nov xam muaj kev qhia noj tshauj thiab cov ntaub ntawv tuav kev sau nqi. Tej zaum peb kuj yuav sau nqi ntawm koj rau cov nqi raws li qhov koj thov. Tej zaum peb kuj yuav tsis lees txais koj qhov kev thov uas koj kuj yuav tsis thov koj ntsuam xyuas qhov kev tsis lees txais. **4.** Tej zaum koj kuj yuav thov kom peb kho koj li PHI yog tias nws muaj qhov tsis yog lossis muaj tsis txhij. Koj yuav tsum muab ib lub paus ntsis uas kab txhabv koj qhov kev thov. Peb kuj yuav tsis txais koj qhov kev thov yog tias PHI yog thiab txhij lawm, lossis tsis yogi b feem ntawm PHI uas raug ceev los ntawm lossis rau Walmart lossis Sam's Club. Yog tias peb tsis lees txais koj qhov kev thov, koj muaj txoj cai los mus xa ntawv qhia txog kev tsis pom zoo hais txog tej yam uas nyob rau hauv koj cov ntaub ntawv tuav tseg uas koj ntseeg hais tias muaj tsis txhij lossis muaj qhov tsis yog. Koj qhov kev thov yuav dhau los ua ib feem ntawm koj li ntaub ntawv tuav tseg ntawm kev kho mob. Peb yuav muab ib nrog koj cov ntaub ntawv tuav tseg thiab muab nkag rau cov ntaub ntawv thaum uas peb muaj kev nthuav qhia txog yam ntawd lossis cov lus qhia uas koj ntseeg hais tias tsis txhij lossis tsis yog. **5.** Tej zaum koj kuj yuav thov ib cov ntaub ntawv xam txog kev nthuav qhia koj li PHI. Ntawm no yog cov npe teev tseg ntawm cov kev nthuav qhia txog koj li xov xwm mob nkeeg, dhau ntawm kev kho mob, kev them nqi lossis kev khiav haujlwm fab kev kho mob, thiab lwm yam kev tshwj uas tau tso cai los ntawm txoj cai lijchoj. Koj qhov kev thov yuav tsum qhia txog lub ncuas sij hawm, uas yuav tsis ntev tshaj rau (6) xyoo thiab yuav tsis xam cov hnub tim ua tej hnub tim 14 lub Plaub Hlis Ntuj 2003. **6.** Koj muaj peev xwm thov kom peb tiv tauj rau kev nyob rau ib txoj hauv kev muaj meej twg lossis nyob rau ib qho chaw twg. Piv txwv, koj kuj yuav thov kom peb tsuas tiv tauj rau koj tom chaw ua haujlwm lossis nyob rau ntawm ib qho chaw nyob sib txawv lossis hauv tub xa ntawv nkaws xwb. Koj tsab ntawv thov yuav tsum qhia hais tias koj yuav xav kom peb tiv tauj rau koj tau li cas lossis nyob rau qhov twg. Peb yuav pab raws cov kev thov uas muaj qhov tsim nyog. Yog hais tias koj xav xaum kom xwm ib qho twg ntawm cov ua no ces tiv tauj rau qhov chaw Walmart lossis Sam's Club uas tau muab kev pab cuam rau koj kom tau txais foos uas tsim nyog, lossis xa ib tsab ntawv thov mus rau HIPAA Compliance, Wal-Mart Stores, Inc., 702 SW 8th Street, Mailstop #0230, Bentonville, AR. 72716-0230. Daim luam muab ntawm tsab Ceeb Toom no kuj yuav tau txais los ntawm koj li Walmart, Sam's Club, lossis Neighborhood Market raws kev thov, lossis hauv online ntawm www.walmart.com lossis www.samsclub.com.

**Cov kev hloov uas muaj rau tsab Ceeb Toom txog Kev Siv Cai Ntiag Tug no**

Peb tshwj txoj cai los mus hloov tsab Ceeb Toom no. Peb tshwj txoj cai los mus hloov kho lossis hloov tsab Ceeb Toom rau PHI uas peb muaj txog ntawm koj thiab txhua yam xov xwm uas peb tau txais nyob rau yav tom ntej. Peb yuav tshaj tawm daim luam qauv ntawm tsab Ceeb Toom ziaj no. Yog hais tias peb hloov peb tsab Ceeb Toom, koj kuj yuav tau txais daim luam qauv ntawm tsab Ceeb Toom, koj kuj yuav tau txais daim luam qauv ntawm tsab Ceeb Toom uas hloov kho los ntawm kev mus saib peb tus website ntawm www.walmart.com lossis www.samsclub.com, lossis raws kev thov.

**Xav Tau Xov Xwm Ntau Ntxiv lossis Xav Tshaj Qhia Ib Qho Teeb Meem Twg**

Yog hais tias koj muaj lus dab tis txog tsab Ceeb Toom no, tiv tauj rau HIPAA Compliance, Wal-Mart Stores Inc., 702 SW 8th St, Mailstop #0230, Bentonville, AR. 72716-0230 lossis xov toj (800) WAL-MART. Yog hais tias koj xav tias koj cov cai ntiag tug raug ua txhaum lawm, koj kuj yuav xa ib tsab ntawv kev tsis txaus siab thiab yuav tsim muaj kev ua paj dab tis, uas yog xa mus rau tus Neeg Coj Xwm Kev Ua Raws HIPAA ntawm Kev Mob Nkeeg thiab Kev Noj Qab Nyob Zoo (Health & Wellness HIPAA Compliance Officer) ntawm qhov chaw nyob saum toj no, lossis xa mus rau tus Neeg Lis Dejnum ntawm Rooj Tsav Xwm Saib Xyuas Kev Pab Cuam Mob Nkeeg thiab Tib Neeg (Dept. of Health and Human Services), Chaw Ua Haujlwm Txog Txoj Cai Pejxeem Huab Hwm (Office for Civil Rights).

## **II. COV CAI NTAWM NEEG MOB**

### **Cov Feem Xyuam ntawm Qhov Chaw Pab Cuam:**

1. Thov kom paub txog txhua yam ua ntej txog ntawm tej kev kho mob/kev pab cuam uas yuav muab, xam nrog tej cai qhua uas hais txog kev kho mob thiab qhov tuab sib ntawm tej kev mus ntsib, thiab tej kev hloov kho rau qhov kev npaj kho mob; 2. Koom rau hauv qhov kev hloov kho raws kev txhim kho ua ntu zus thiab raws ncuaj sij hawm ntawm qhov kev npaj kho mob; 3. Tsis lees txais kev saib xyuas lossis kev kho mob tom qab tej kev tshwm sim ntawm kev tsis lees kev saib xyuas lossis kev kho mob raug muab nthuav tawm tag nrho lawm; 4. Paub txog ua ntej, tsis hais ua lus hais los yog ua ntawv sau zias txog ntawm qhov kev saib xyuas uas tab tom muab, ntawm tej kev sau nqi, xam nrog kev them nqi rau kev saib xyuas/kev kho mob uas npaj siab yuav tau txais los ntawm pawg neeg thib peb thiab txhua yam kev sau nqi uas tus neeg thov kev pab/neeg mob yuav muaj feem xyuam rau; 5. Muab ib tug twg li khoom teej tug thiab ib tug neeg twg kho uas muaj kev hawm, kev txiav txim siab thiab kev lees paub ntawm neeg thov kev pab/neeg mob thiab kev yog ib leeg zus; 6. Muaj peev xwm taw qhia tau kev mus ntsib cov neeg koom xeeb ntawm cov neeg ua haujlwm raws kev zeem neeg uas tsis yuam kev; 7. Tsis muaj kev kho mob yuam kev, kev tsis saib xyuas, lossis kev ua phem ua lus hais, fab siab ntsws, fab kev sib deev thiab lub cev, xam muaj tej kev raug mob uas tsis paub lub hauv paus thiab kev tsis tsim nyog ntawm khoom teej twg ntawm neeg thov kev pab/neeg mob; 8. Tawm suab tsis zoo siab/lus tsis txaus siab txog ntawm kev kho mob lossis kev saib xyuas, tsis muaj kev hawm ntawm khoom teej tug lossis qhia kev hloov rau cai tswj, neeg ua haujlwm lossis kev saib xyuas/kev pab cuam yam tsis muaj kev tuav nres, kev cuam tshuam, kev quab yuam, kev sib cais lossis kev tawm tsam; 9. Muab tej kev tsis zoo siab/lus tsis txaus siab txog ntawm kev kho mob lossis kev saib xyuas uas muab pub lossis tsis muaj kev hawm khoom teej tug coj los tshuaj ntsuam; 10. Xaiv qhov chaw kho mob, xam nrog kev xaiv tus kws kho mob uas nyob rawv; 11. Kev zais cia thiab cai ntiag tug ntawm txhua yam xov xwm uas muaj nyob rau hauv cov ntaub ntawv tuav tseg ntawm neeg thov kev pab/neeg mob thiab ntawm Xov Xwm Mob Nkeeg Tiv Thai; 12. Kom raug qhia paub txog cov cai tswj thiab cov txheej txheem ntawm lub koom haum hais txog kev nthuav qhia txog ntawm cov ntaub ntawv tuav tseg fab kev tshuaj mob; 13. Tau txais kev saib xyuas tsim nyog yam tsis muaj kev sib cais raws li cov ntawv txib kws kho mob lossis chaw pab cuam; 14. Paub txog txhua yam txiaj ntsim zoo fab nyiaj txiaj thaum uas qhia mus rau ib lub koom haum twg; 15. Paub txhua yam txog ntawm tus kheej li kev feem xyuam; 16. Tau txais xov xwm txog ntawm qhov dav ntawm cov kev pab cuam uas lub koom haum yuav muab thiab cov tswj ciam tsi ntees rau cov kev pab cuam ntawd.

### **Cov Feem Xyuam ntawm Tus Neeg Mob:**

1. Muab xov xwm txhij txhua thiab yog txog ntawm koj li kev mob nkeeg, kev noj tshuaj kho mob, kev twv tshuaj, thiab lwm yam nyob rau lub sij hawm no., thaum uas tsim nyog rau koj li kev saib xyuas/kev pab cuam; 2. Txuam nrog, raws qhov tsim nyog thiab muaj peev xwm ua tau, hauv kev txhim kho, kev kev nqis tes ua thiab kev hloov kho koj li kev kho mob tom tsev, xws li kev tus khoom teej tug thiab kev khaws koj tej cuab yeej thiab khoom siv; 3. Tu thiab txuag kho tej cuab yeej thiab khoom siv; 4. Tiv tauj rau peb yog tias muaj lus nug lossis teeb meem dab tsi txog ntawm koj tej cuab yeej, khoom siv lossis kev pab cuam; 5. Qhia rau koj tus kws kho mob lossis tus neeg pab cuam uas nyob rawv paub thaum uas koj mob; 6. Qhia rau peb paub ua ntej koj yuav hloov chaw nyob lossis najnawb xov tooj; 7. Qhia rau peb paub thaum muaj teeb meem dab tsi nrog tej cuab yeej lossis kev pab cuam; 8. Qhia rau peb paub yog tias koj tus kws kho mob lossis lwm tus neeg pab cuam hloov kho lossis tso tseg koj li kev noj tshuaj; 9. Qhia rau peb paub txog kev tsis lees txais thiab/lossis kev txwv txiav txog ntawm peb txoj cai tswj ntawm cai ntiag tug.

**III. Kev Txhawj Xeeb ntawm Neeg Siv Kev Pab Cuam; Koj Kuj Yuav Tiv Tauj Rau Peb ntawm (800) WAL-MART.** Tsis dhau tsib hnuv tom qab uas tau txais kev tsis txaus siab. Tsis dhau 14 hnuv peb yuav muab ntawv ceeb toom txog ntawm cov txiaj ntsim ntawm kev raug mob thiab kev daws teeb meem. Koj kuj yuav hu rau (800) WAL-MART yog tias koj muaj kev txhawj xeeb txog kev dag ntxias thiab kev ua txhaum lossis kev kho mob lossis kev pab cuam uas peb lub koom haum muab lossis koj kuj yuav tiv tauj rau Koom Haum Saib Xyuas Mob Nkeeg (Accreditation Commission for Health Care (ACHC)) ntawm (919) 785-1214 lossis (855) 937-2242 yog tias koj qhov kev tsis txaus siab tsis raug daws. Koj kuj tseem tuaj yeem hu rau lub Chaw Ua Haujlwm ntawm Tus Thawj Saib Xyuas Neeg Kuaj Xyuas ntawm 1-(800) 447-8477.

### **IV. Cov Oaiv Chaw Pab Medicare DMEPOS (Medicare DMEPOS Supplier Standards).**

Cov khoom lag luam thiab/lossis cov kev pab cuam uas Wal-Mart Stores, Inc. muab rau koj yuav tsum zoo cuag li cov cai qauv khoom ntawm tus neeg muag uas nyob rau hauv cov cai qhuab ntawm Tsoom Fwv uas tau qhia rau ntawm 42 Tsoj Cai ntawm Cai Ntawm Tsoom Fwv (Code of Federal Regulations) Tshooj 424.57(c). Cov qauv no ntsig txog cov teeb meem kev txawj raws luag haujlwm thiab kev nqis tes ua ntawm kev lag luam (piv txwv li kev tau kev lees nres thiab cov xuab moos ua haujlwm). Cov ntaub ntawv txhij txhua ntawm cov qauv no tuaj yeem tau txais nyob rau ntawm [www.ecfr.gov](http://www.ecfr.gov). Yog tias thov tuaj peb yuav muab in daim luam qauv ntawm cov qauv ntawd pub rau koj.

**V. Xov Xwm Kev Lees Nres.** Txhua yam khoom lag luam uas peb lub tuam txhab muab muag lossis xaiv yuav muaj kev lees nres los ntawm qhov chaw tsim khoom ib lub xyoo. Peb yuav ceeb toom txhua leej uas tau txais Medicare uas muaj kev lees nres, muaj cai rau txhua yam kev lees nres raws txoj cai uas siv tau, kho, hloov, tsis sau nqi, cuab yeej Medicare muaj kev lees nres. Ntxiv ntawd, phau ntawv qhia ntawm tus tswv uas muaj xov xwm kev lees nres uas muab rau cov neeg uas tau txais rau txhua yam cuab yeej kho mob uas kav ntev thaum uas muaj phau ntawv qhia no.