

# A Guide for Families

Jim and Trudy Maloof St. Jude Midwest Affiliate Clinic  
OSF HealthCare Children's Hospital of Illinois



The Jim and Trudy Maloof St. Jude Affiliate Clinic at



# A Message From Our Clinic

Greetings,

On behalf of everyone in our St. Jude Children's Research Hospital and OSF HealthCare Children's Hospital of Illinois family, welcome to the Jim and Trudy Maloof St. Jude Midwest Affiliate Clinic. Your child's medical care, comfort and happiness are our greatest concerns. Our staff will strive to do everything we can to meet your family's needs.

Help us take the best care of your child and your family by following the guidelines offered in this booklet. We hope it acts as a guide for the St. Jude clinic as well as other services offered on the OSF Children's Hospital campus. Please feel free to ask questions and we will do our best to help you understand everything that is happening to your child.

We believe family is a child's primary source of strength and support. For this reason, you are an essential part of your child's care team. Together, working as partners, we hope to make your child's time with us as comfortable and successful as possible.

Sincerely,

Your St. Jude Midwest Affiliate Clinic and OSF HealthCare Children's Hospital of Illinois Care Team



**Arrival at the Clinic 2**

Admission . . . . . 2  
Consent Forms . . . . . 2  
Checking In . . . . . 2  
Meeting the Doctor . . . . . 2  
Payments and Charges . . . . . 3

**Your Child’s Care 3**

Care Team . . . . . 3  
Outpatient Care . . . . . 4  
Routine Clinic Visit . . . . . 4  
Testing . . . . . 5  
If Your Child Becomes Ill . . . . . 5  
Inpatient Care . . . . . 6  
When Your Child Comes to the Clinic Ill . . . . . 6  
About St. Jude Children’s Research Hospital in  
Memphis, Tennessee . . . . . 6

**Visitor and Patient Services 6**

Parking . . . . . 6  
Getting Around . . . . . 6  
Concierge Services . . . . . 6  
Overnight Stay . . . . . 7  
Transportation and Travel . . . . . 7  
Food Services . . . . . 7  
Gift Shops and Gifts for Patients . . . . . 7  
ATMs and Money Withdrawal . . . . . 7  
Spiritual Care . . . . . 8  
School Program . . . . . 8  
Playroom/Waiting Room . . . . . 8  
Internet Access . . . . . 8  
Checking Out Items . . . . . 8  
Visitor Policy . . . . . 9  
Clinic Courtesy Rules . . . . . 9



**Patient Safety 10**

Security . . . . . 10  
Smoking Guidelines . . . . . 10

**St. Jude in Peoria 10**

St. Jude Children’s Research Hospital . . . . . 10  
The Jim and Trudy Maloof St. Jude  
Midwest Affiliate . . . . . 11

**Discrimination Notice 12**

# Arrival at the Clinic

## Admission

Your child will be seen at the St. Jude Midwest Affiliate or admitted to the inpatient unit at OSF HealthCare Children's Hospital of Illinois upon arrival. You will need to bring Social Security numbers for yourself and your child, along with insurance information, medical cards, immunization records and pharmacy cards. If you are divorced or you are not the child's legal guardian, you will also need to prove you have custody.

## Consent Forms

The staff will ask you to read and sign a general consent form so the clinic and hospital staff can perform tests to diagnose your child's illness. When the results are known, a doctor will meet with you to discuss treatment options. At this point, you may be asked to sign other consent forms, which will allow your child to be enrolled in a treatment study. These also show you agree to the treatment your child will receive. Please ask any questions you have about these forms so you can fully understand the information you are given.

## Checking In

All patients begin their outpatient visit to the St. Jude Midwest Affiliate by checking in at the front desk. During each visit, you will be asked to provide patient information including proof of insurance. The front desk staff will then record your name and your arrival time at the clinic. Your child will also receive a patient identification (ID) armband. Please note that this armband must be worn by your child throughout the visit, so the staff can provide proper and safe treatment. After check-in, patients and families wait in the clinic's playroom until it is their child's turn to be seen.

If you or your child are running a temperature or have symptoms of an illness that could be spread to others, please tell the front desk staff when you first check in. You may be directed to a private room or private bay in the infusion area to protect other patients in the clinic.

Upon check-in, a nurse or medical office assistant (MOA) will ask you questions about your child's current health history and record your child's weight, height and vital signs. Your child may also have lab work samples taken at this time. After that, your child will see the doctor or nurse practitioner. During this time other staff members, such as the psychosocial team, may check in with you. Please have a complete and updated list of your child's current medicines with you, including dose.


Be sure to arrive 15 minutes before your scheduled appointment time. During your first visit, a child life specialist or social worker will help show you around the clinic.

## Meeting the Doctor

Following check-in, a doctor typically meets with you and your child and reviews any information you may have brought from your primary care doctor. The doctor usually asks you and your child more health questions to add to the medical chart. After the doctor examines your child, further testing may be ordered.

The front desk staff will schedule any new testing. These tests are different for each child and the St. Jude affiliate staff will explain them to you.





The doctor will use these test results to verify your child's diagnosis and design a treatment plan. If you have questions, please ask. The doctor will tell you when to expect to hear the results. If you have not heard from the doctor in the expected timeframe, you may call the clinic to ask the staff or doctor to return your call.

If you must cancel a scheduled test, please call (309) 624-4945 to reschedule.

## Payments and Charges

St. Jude provides medical care to patients with certain diseases at no personal cost to the patient's family when the care is performed at certain facilities. If you have it, insurance and public aid will be billed first. If you are eligible for Medicaid, we will ask to see your medical card. You will not be responsible for any costs, including co-pays and deductibles that are not covered by insurance, third-party payments or Medicaid. These costs will be covered by the American Lebanese Syrian Associated Charities (ALSAC), the fundraising and awareness organization for St. Jude.

# Your Child's Care

## Care Team

The doctor in charge of your child's treatment is called your primary physician. This doctor is part of a larger treatment team that includes doctors, nurses, clinical nurse specialists, nurse practitioners, medical office assistants, pharmacists, a counselor, a social worker, a child life specialist and other support staff. Throughout the treatment plan, your child will also be seen by other doctors at the clinic depending on scheduling. All information about your child's care will be shared with your primary care provider.

A doctor is always on call and here to answer your questions whenever you need them, including nights, weekends and holidays.

If admitted to the inpatient unit at OSF Children's Hospital, your child will be followed by a team that includes doctors, residents, medical students, nurses, nurse practitioners, counselors, social workers, child life specialists and other specialists working at the hospital. Although your primary physician may not be on call when your child is admitted to the hospital, your doctor still takes part in your child's treatment planning in daily care team meetings.

Everyone involved in your child's care will be told of your child's diagnosis and treatment plan. If your child needs to visit a specialized doctor, like a surgeon or a radiation oncologist, we will help make those arrangements. That specialist will work directly with your primary physician.

Shortly after you arrive at the St. Jude Midwest Affiliate, a counselor, social worker and child life specialist will meet with you to help orient you to the clinic and answer any questions you might have.

## Counseling

Patients and parents may feel overwhelmed with conflicting emotions and thoughts when they hear about the child's chronic condition that will require ongoing medical treatments. The counselor is a professional who will help families with the following:

- Sorting out feelings and emotions related to the diagnosis, treatment and possible life changes
- Developing strategies to help families cope with their child's disease
- Speaking up for patients, families and siblings when needed

- Supporting families through difficult times
- Referring families to other mental health professionals when needed

### Child Life

The goal of the child life specialist is to decrease stress and anxiety as much as possible, not just for the child receiving treatment, but for the entire family. Child life specialists work closely with children and teens to provide fun activities that fit each child's age. These activities help patients and their siblings learn and cope with the patients' diseases and treatments.



The Child Life team helps children build trust and confidence so they know what to expect during this time of many changes. Child life specialists also create chances for medical play and other activities that promote development and provide healthy ways for expressing feelings. These activities also allow patients and siblings to interact with their peers and help them develop coping skills and a sense of mastery.

### Social Worker

If your child is going to receive treatment at our clinic, a social worker will complete a social history that can help the staff assist you during this stressful time. This information also helps your medical team plan treatment.

It's important to talk with your social worker at these times:

- When you feel stressed. Coping with illness can be stressful. Please call the social worker for help any time you need support or counseling. If you would like counseling, the social worker can arrange this for you.
- When you have trouble finding resources. If you have financial problems, please set up a time to meet with the social worker. This staff member can explore what resources are available that might be helpful for you and your family.
- If you must leave your child in someone else's care for a brief time period. If you cannot attend your child's clinic visit, you must arrange for another family member or friend to be there for your child. You should call the social worker to help you complete a temporary guardianship form. This form allows your chosen caregiver to make decisions if there is an urgent medical need while you are not present.

We understand that daily expenses do not stop just because you have to plan your life around new appointments and hospital visits. Please see your social worker to find out what funds might be available from foundations or other agencies during periods of financial hardship.

### Outpatient Care

The terms "outpatient" and "clinic" both refer to the St. Jude Midwest Affiliate. The St. Jude Midwest Affiliate is located on the first floor of OSF Children's Hospital. When possible, the majority of your child's care will take place in our outpatient clinic.

### Routine Clinic Visit

Your clinic visit begins when you check in with our front desk staff. There is a registration desk to welcome you as you enter. Here, the patient must put on a patient ID armband, which must be worn throughout the clinic visit.

Do not remove the armband until the patient leaves for the day.

Before your child's appointment, please call OSF Medi-Park Pharmacy at (309) 655-3799 for any needed medicine refills, so they will be ready for pickup after your clinic visit. If you use a different pharmacy, please call them for your refill needs.

A typical clinic visit may include:

- Stopping by the registration desk
- Getting checked in by a nurse or MOA
- Having lab work performed
- Meeting with your doctor or nurse practitioner for a checkup
- Waiting for lab results
- Receiving patient treatment
- Checking out at the front desk
- Scheduling future appointments and testing

Please remember to stop at the front desk on your way out to schedule an appointment for your child's next visit and any needed tests.

Clinic waiting times can be unpredictable. At times it might be lengthy because of lab processing time and procedure-related delays. You can reduce your stress level by not scheduling too many errands, meetings and other appointments on clinic days. We suggest you arrange for sibling care and after-school care as needed. The expected time needed per visit is usually at least two to four hours.

## Testing

Please remember to stop at the front desk when leaving the clinic to schedule any needed appointments and tests. The medical office staff will schedule any required testing. However, if you are unable to keep your child's scheduled appointment, you must call and reschedule. It is a good idea to carry a small calendar with you to your child's weekly appointments.

## If Your Child Becomes Ill

If your child becomes ill, runs a fever or if you have other general concerns, please call our office at (309) 624-4945.

If you're calling outside normal business hours, please call the same number and select the correct option. If the doctor asks you to come to the hospital, you may wish to pack an overnight bag with essential items for yourself and your child. Having an overnight bag pre-packed for this kind of emergency can help save you time and reduce stress.



Once you arrive, you will be considered a direct admission. Please go directly to the inpatient unit as instructed by your doctor and check in with the concierge in the waiting area. Do not go through Registration or the Emergency Department. If you are being admitted between the hours of 9 p.m. and 8:30 a.m., please check in at the main information desk near the North Parking Deck.

If your child has a subcutaneous port, you may wish to apply lidocaine cream to the port before leaving home. This numbing cream will make needle sticks less painful if there is a need to take lab samples or give medicines through the port.

## Inpatient Care

Patients who need to be in the hospital for an illness, inpatient chemotherapy (chemo), or surgical services will be admitted to one of the patient care units at OSF Children’s Hospital. These rooms include a shower and a bed for one parent to stay. Children younger than 14 must receive permission from the staff to visit. Depending on the length of your stay, educational services are available for your child through the School Program at OSF Children’s Hospital.

## When Your Child Comes to the Clinic Ill

Because their bodies are already busy fighting a disease, St. Jude patients are at high risk for infection. If your child has or has been exposed to an illness that spreads easily to others — including a rash, fever, infection, chicken pox or other airborne illnesses — the staff will place your child and family members in a private room or private bay. Your child will need to be examined before interacting with other patients at the clinic that day. If you or your child are ill, please call the St. Jude clinic before your visit and we will make plans for your child to be put into a private room or private bay upon arrival. This is important for the safety of all patients attending the clinic.

## About St. Jude Children’s Research Hospital in Memphis, Tennessee

The St. Jude Midwest Affiliate in Peoria is an affiliate of St. Jude Children’s Research Hospital in Memphis, Tennessee. For this reason, some patients travel to Memphis for an assessment and possibly for part of their treatments. Your primary physician will discuss this with you and your child. If it is decided that you will be traveling to Memphis, the staff will give you specific information about the hospital and travel plans. Travel expenses will be reimbursed according to St. Jude Memphis policies if you need to travel to and from Memphis. Housing is covered and meal cards are provided while you are in Memphis.

# Visitor and Patient Services

## Parking

OSF Children’s Hospital offers free valet parking. Valet parking is offered at the circle drive or in the North Parking Deck. If you need valet or vehicle assistance after hours, you can call campus security at (309) 655-2131.

## Getting Around

The St. Jude Midwest Affiliate is located on the campus of OSF Children’s Hospital. The campus is divided into zones to help you find your way around. In the image shown here to the right, the first number is the floor and the second number is the room number. All three-digit room numbers are in Zone 9. Campus maps are located at all information desks and digital signs.



## Concierge Services

Our concierge staff members are here to help you become familiar with the hospital. They can help you find your way on our campus, whether you are looking for a patient room, services or department. You can easily identify a member of the concierge team. They wear green vests and can help with access badges and orientation to OSF Children’s Hospital.



## Overnight Stay

The St. Jude Midwest Affiliate will provide housing in Peoria according to St. Jude Memphis policies. The primary locations for family stays offer free shuttle service to the hospital and clinic.

The housing facilities are located less than one mile from the hospital and are for families of OSF Children's Hospital inpatients and some receiving outpatient care at St. Jude Midwest Affiliate. Each provides a homelike atmosphere with resident rooms, family kitchens, a large dining, community areas, laundry and internet access. Each room has a private bathroom, television and telephone. Please speak with your social worker about available housing.

## Transportation and Travel

If you live within 35 miles of the St. Jude Midwest Affiliate, we cannot pay for any travel expenses to and from your clinic appointments. If you reside more than 35 miles from the St. Jude Midwest Affiliate, some travel resources can be arranged.

If your child must go to St. Jude Children's Research Hospital in Memphis, St. Jude pays for travel plans and costs for the patient and one parent or guardian. Please talk to your social worker for help with this process.

## Food Services

Snacks are available at the clinic, provided by the Ladies of St. Jude. Other options include:

### **Cafeteria** – *First Floor, Zone 4*

Features salad bar, deli and grill.

For selections, please call (309) 655-2200.

Open 24 hours, 7 days a week.

### **Subway** – *First Floor, Zone 6*

Monday – Friday, 7 a.m. – 9 p.m.

Saturday, 10 a.m. – 8 p.m.

Sunday, 10 a.m. – 6 p.m.

### **Café Express** – *First Floor, Zone 9*

Monday – Friday, 6:30 a.m. – 8 p.m.

Saturday and Sunday, 8 a.m. – 5 p.m.

### **Vending Machines**

Vending machines are available at several locations throughout the hospital.

### **Don's Bistro** – *First Floor, Zone 1*

Monday – Friday, 7 a.m. – 7 p.m.

Saturday and Sunday, 7 a.m. – 6 p.m.

## Gift Shops and Gifts for Patients

Two OSF MarketPlace Gift Shops are located on the hospital campus. The first gift shop is located in Zone 9 near the entrance to the North Parking Deck. The second is located on the first floor in Zone 3 near the security desk. Both gift shops are open Monday through Friday, 8 a.m. to 8 p.m. On weekends, they are open from 9 a.m. to 5 p.m.

Please note that no latex or rubber balloons are allowed on campus because of patient allergies. Mylar balloons are welcome and available through both gift shops. Please make sure the number of balloons does not get in the way of our staff caring for your child

## ATMs and Money Withdrawal

ATMs are located for your convenience next to the Zone 1 elevators, in the cafeteria in Zone 4, and near the Blessed Sacrament Chapel in Zone 9.

## Spiritual Care

For quiet meditation, Saint Anthony's Shrine is located on the first floor in Zone 3 around the corner from the OSF MarketPlace. The Blessed Sacrament Chapel is located on the first floor in Zone 9. Meditation rooms can also be found on many of the inpatient units of OSF Children's Hospital. The Main Chapel is located on the second floor of Zone 5, where services are held daily. Masses and liturgical services can also be seen on Channel 3 in patient rooms at OSF Children's Hospital. OSF HealthCare also provides professional pastoral care staff members who are able to serve and support the needs and goals of patients and their families.

## School Program

The child life specialist is your contact for all of your back-to-school needs, letters, tutor organization and questions. If you wish, the child life specialist can schedule an appointment to set up a school reintegration program when the doctor approves your child's return to school.

If your child is admitted as an inpatient to OSF Children's Hospital, they are also able to join an in-house school program with tutoring services to help students stay active in their studies during their hospital stays. The program offers both classroom and bedside tutoring, working closely with your child's home school district to measure progress and return completed assignments. If you would like your child to take part in the school program, please ask your child's caregiver.

## Playroom/Waiting Room

St. Jude Midwest Affiliate has a waiting room with activities for children. For the safety of our patients, parents must supervise their children at all times and are not permitted to leave children unattended at any time. The volunteer Ladies of St. Jude generously provide refreshments for families. We ask that you thank them when you see them. Please be mindful of the food and snacks you may bring into the clinic. Odors may bother patients who are receiving chemotherapy. Also, please do not share food with other patients who are waiting, because it might delay their tests, scans or other procedures.



Games and activities are available from our child life specialist. Please clean up your area before leaving the playroom. Please do not leave personal items unattended.

## Internet Access

Free wireless internet is available on our GUEST network. For access to the GUEST wireless network, you must accept the GUEST Wi-Fi Internet Access Agreement that will pop up on the screen when you attempt to access the network.

## Checking Out Items

You or your child may check out approved items from the St. Jude child life specialist for your personal use while in clinic only. In exchange for these items, you must leave your driver's license, keys or credit card as a guarantee of the return of the item. These items are not allowed to leave the clinic.



Items available for check out:

- DVDs
- iPads® (We ask you visit only family-friendly websites.)
- Laptop computers (We ask you visit only family-friendly websites.)
- Video games

## Visitor Policy

1. All visitors are required to sign a visitor log and wear a visitor sticker (located at the front desk) upon arrival to clinic.
2. Visitors may not smoke in the clinic or anywhere in the medical center.
3. Parents and legal guardians have unlimited visiting rights in the clinic.
4. Parents and legal guardians will learn about infection control policies, hand washing techniques and other practices that are important to the patient's clinical condition.
5. Visitors with signs or symptoms of diseases that spread easily to others are not permitted to visit.
6. The number of parents and visitors is limited to two in the exam room. Parents and visitors are asked to take turns being in the exam room.
7. While visits from peers and siblings are encouraged, care must be taken to ensure patient safety. The following statements apply to all child visitors including family members:
  - Special permission must be obtained to bring visiting children other than siblings to the St. Jude clinic.
  - Shoes must be worn at all times in the clinic.
  - Each patient is limited to one visitor (excluding siblings) in addition to the parent or guardian per visit.
  - Parents must supervise child visitors at all times. Members of the clinic staff cannot oversee the care of siblings or child visitors.
8. Health care professionals must have immediate, unrestricted access to the patient to provide care and respond quickly to emergencies. There may be times that parents and visitors are asked to leave so we can care for a patient.
9. The staff has the authority to ask visitors to leave if the safety or well-being of the patient is compromised by the presence of visitors.
10. We value the privacy of our patients. Therefore, the St. Jude Midwest Affiliate limits public access to our clinic. Tours are generally limited to the end of the clinic day or a time when patients are not present.

## Clinic Courtesy Rules

- Please arrive on time so the clinic can stay on schedule.
- Ask to be placed in a private room or private bay if you or anyone in your party is ill. If you are ill, you cannot wait in the playroom because of the infection risk.
- Please be respectful of others and their personal property.
- Do not leave valuables in the clinic unattended, including purses, backpacks, cell phones and other personal items. The clinic is not responsible for lost or stolen items.
- Please clean up after yourselves and your children. Dispose of your trash in the trash cans.

- To help keep our patients strong and healthy, we ask that all of our patients and families be mindful of bathing and keeping their hands clean.
- Children undergoing chemo react strongly to smells. Please do not use scented lotions, perfumes or cologne.
- Make plans to leave other children at home during your child’s visit to St. Jude Midwest Affiliate. Although we value the importance of siblings attending the clinic, the clinic day can be long and stressful for parents.
- During flu season, no child younger than 18 is allowed to visit inpatient units.
- You may not leave your child unattended for any reason at any time.
- For the safety of all, no running is allowed at any time in our clinic.

## Patient Safety

### Security

There are multiple systems in place to help ensure your safety and security, including an in-house security department that provides many services for patients and visitors 24 hours a day.

Some of these services include:

- Lost and found
- Escort services to vehicles
- Vehicle assistance



You can call security at (309) 655-2131 for any of the services listed above. If you lose something while you are here, please tell the patient care staff right away. If you get home and discover something was left behind, please call (309) 655-2000 and ask to be transferred to the unit where you stayed. If the item is not there, it may be in lost and found.

### Smoking Guidelines

OSF Children’s Hospital is located on a smoke-free campus. Smoking is not allowed inside or outside of any buildings on our campus, nor is it allowed on benches or picnic tables on OSF property. Use of electronic cigarettes is also prohibited. Also, you may not leave your child unattended in the St. Jude clinic to smoke anywhere off campus.

## St. Jude in Peoria

### St. Jude Children’s Research Hospital

More than 70 years ago, Danny Thomas, then a struggling young entertainer, prayed to Saint Jude Thaddeus “show me my way in life” and promised to build a shrine in his honor. In the years that followed, Danny’s career flourished, and that promise was honored when he opened St. Jude Children’s Research Hospital in 1962.

Today, St. Jude is leading the way in how the world understands, treats and defeats childhood cancer and other life-threatening diseases. Everything St. Jude does is centered on “Finding Cures. Saving Children.” The mission of St. Jude Children’s Research Hospital is to advance cures, and means of prevention, for pediatric catastrophic diseases through research and treatment. Treatments invented at St. Jude have helped push the overall childhood cancer survival rate from 20 to 80 percent since the hospital opened more than 50 years ago.

St. Jude is where doctors often send their toughest cases, because St. Jude has the world's best survival rates for some of the most aggressive childhood cancers.

St. Jude freely shares the breakthroughs it makes, and every child saved at St. Jude means doctors and scientists worldwide can use that knowledge to save thousands more children.



### **The Jim and Trudy Maloof St. Jude Midwest Affiliate**

Jim Maloof, a prominent Peoria businessman, was invited to a fundraising event in Chicago where Danny Thomas was speaking to raise funds for a children's research hospital. Maloof, who later became the mayor of Peoria, became fast friends with Thomas and shared his vision to eradicate childhood cancer. Maloof began fundraising in the Peoria area, proving to Thomas that Peoria could financially support an affiliate of the St. Jude Children's Research Hospital in Memphis. After an incredibly successful fundraising campaign, the St. Jude Midwest Affiliate in Peoria was opened in 1972 just 10 years after St. Jude Children's Research Hospital opened its doors in Memphis. It was the first domestic affiliate for St. Jude Children's Research Hospital.

The St. Jude Midwest Affiliate clinic is located on the campus of OSF HealthCare Children's Hospital of Illinois. The clinic offers full-time coverage by a team of pediatric hematologist/oncologists and a dedicated nursing staff. In addition, the clinic provides child life and support services for patients and families. Through the cooperative efforts of OSF Children's Hospital, the treatment team at the St. Jude Midwest Affiliate provides optimal care, assuring that children receive the help they need to fight their illnesses. In many cases, the intensive therapy needed to successfully treat a child is received right here at home in Peoria.

# NOTICE: Discrimination is Against the Law

OSF Saint Francis Medical Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. OSF Saint Francis Medical Center does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

OSF Saint Francis Medical Center:

- 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, contact any employee or Patient Experience at (309) 655-2222.

If you believe that OSF Saint Francis Medical Center 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: Patient Complaint and Grievance Project Manager, 530 N.E. Glen Oak Avenue, Peoria, IL 61637, phone (309) 655-2222, fax (309) 655-3728, email sfmc.patientrelations@osfhealthcare.org or TTY 711. You can file a grievance in person or by mail, fax or email. If you need help filing a grievance the Ministry Section 504 Compliance Officer is available to help you at (309) 308-5978 or OSF.Compliance@osfhealthcare.org.

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 (TDD)

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

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (309) 655-2222 (TTY: 711).

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer (309) 655-2222 (TTY: 711).

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 (309) 655-2222 (TTY: 711)。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (309) 655-2222 (TTY: 711) 번으로 전화해 주십시오.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (309) 655-2222 (TTY: 711).

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم (309) 655-2222 (رقم هاتف الصم والبكم: 711).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (309) 655-2222 (телетайп: 711).

સૂચના: જો તમે ગુજરાતી બોલતા હો, તો નિશ્ચિત્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. (309) 655-2222 (TTY: 711) પર ફોન કરો.

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں (309) 655-2222 (TTY: 711)۔

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (309) 655-2222 (TTY: 711).

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero (309) 655-2222 (TTY: 711).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। (309) 655-2222 (TTY: 711) पर कॉल करें।

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (309) 655-2222 (ATS: 711).

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε (309) 655-2222 (TTY: 711).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (309) 655-2222 (TTY: 711).





The Jim and Trudy Maloof St. Jude Affiliate Clinic at



Jim & Trudy Maloof St. Jude Midwest Affiliate  
OSF HealthCare Children's Hospital of Illinois  
530 NE Glen Oak Ave., Peoria, Illinois • [osfchildrenshospital.org](http://osfchildrenshospital.org)