



Central Illinois Division

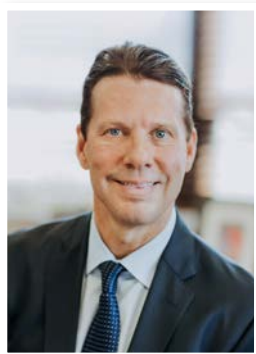
CARES.



HSHS
CENTRAL
ILLINOIS

2019 ANNUAL REPORT

ST. JOHN'S | ST. MARY'S | ST. FRANCIS | GOOD SHEPHERD



**E.J. Kuiper,
MHA, DPT, FACHE**

President & CEO
HSHS Central Illinois Division
and HSHS St. John's Hospital

Dear Friends,

It's been another busy year for the Central Illinois Division (CID) of Hospital Sisters Health System (HSHS). Two of our hospitals welcomed new leaders, and in April 2019, I assumed additional responsibilities when I was named president and CEO of HSHS St. John's Hospital in Springfield.

Jim Timpe accepted our invitation to serve as president and CEO at HSHS St. Francis Hospital in Litchfield in December 2018. Prior to this appointment, Jim served as director of imaging, rehabilitation, sleep medicine and neuro-diagnostics at St. John's. In April 2019, Michael Hicks joined the CID leadership team as president and CEO at HSHS St. Mary's Hospital in Decatur. Mike spent more than 20 years with UChicago Medicine: Ingalls Memorial. Both men bring decades of experience and proven track records in inpatient, outpatient and service line development.

Every one of our hospitals (St. John's, St. Mary's, St. Francis and HSHS Good Shepherd Hospital in Shelbyville) experienced major renovation or construction projects in FY19. The entire fifth floor is being remodeled at St. John's. Home to our cardiac patients, plans call for it to open in early 2020. To better serve behavioral health patients in Decatur and the surrounding areas, St. Mary's is completely renovating its child, adult and geriatric units. St. Francis is in the middle of extensive emergency department (ED) renovations, and Good Shepherd began using its newly renovated ED in April.

St. John's College of Nursing unveiled its new mobile simulation unit this summer. The mobile unit is equipped with high-fidelity manikins and other medical equipment. The college staff is taking it on the road to HSHS hospitals and nursing colleges in the region to educate health care professionals and nursing students on safe care through simulation.

While many hospitals across the nation are seeing a decline in patient volumes, the hospitals in the CID have experienced an increase. I attribute this to each of our colleagues who serve our patients with respect, care, competence and joy. Every day these men and women are changing lives. The entire CID leadership is proud of what we've accomplished this year.

Non Excidet,

E.J. Kuiper, MHA, DPT, FACHE

President and Chief Executive Officer

Central Illinois Division Hospitals and HSHS St. John's Hospital



HSHS Central Illinois Division Leadership



E.J. Kuiper,
MHA, DPT, FACHE
President & CEO
HSHS Central Illinois
Division and HSHS
St. John's Hospital



Michael Hicks,
MBA, FACHE
President & CEO
St. Mary's Hospital
Decatur



Jim Timpe, MS
President & CEO
St. Francis Hospital
Litchfield



Aaron Puchbauer,
MBA, MHA, FACHE
President & CEO
Good Shepherd Hospital
Shelbyville



Kristin Doster
Executive
Vice President
Prairie Heart
Institute of Illinois



Charlene S. Aaron,
PhD, RN
Chancellor &
Professor
St. John's College



Michelle Clatfelter, JD
VP
Legal Affairs



Julie Goebel, MHA
VP
Strategy Development
and Implementation



Ryan Leach,
CHCIO, MSMIS
Chief
Information Officer



Allison Paul,
DNP, RN, NEA-RC
Chief
Nursing Officer



Jeff Suzewits, DO,
MPH
Chief Medical
Information Officer



Rick Tolson
Chief
Human Resources
Officer



Steven J. Umland,
MBA
Chief
Financial Officer



Ann Derrick, RN, MSN
Executive Director
Post-Acute Strategy



Michelle Oliver,
MBA, RN, BSN
Executive Director
Quality & Clinical
Operations



Whitney Brasel, MHA
Director
Patient Experience



Kyle Davidsen
Director
Physician Relations



Sara Wojcicki Jimenez
Director
Marketing &
Communications



Kim Luz, MS, CHES
Director
Community Outreach



Bruce Maassen, CHFM
Director
Facilities



Heather Shankland,
MBA, RHIA
Director
Responsibility



Brenda Vilayhong
Director
Risk Management



Liana Cherian, MHA
Administrative
Fellow



HSHS St. John's Community Pharmacy



HSHS St. John's Community Pharmacy Opens in the Women and Children's Clinic

St. John's Community Pharmacy is a full-service pharmacy that offers an easy way to fill medications upon discharge or after an appointment. It also offers a large selection of over-the-counter medications. It is conveniently located on the first floor of the Women and Children's Clinic on Ninth Street, directly across from HSHS St. John's Children's Hospital. It is open Monday through Friday from 8:30 a.m. to 5:30 p.m.

The pharmacy accepts most major insurance companies, including Medicare and Medicaid. Cash, check, credit cards and flexible savings accounts accepted.





Hokey Pokey Queen, Madison Austin, Named 2019 Children's Miracle Network Local Champion Child

HSHS St. John's Children's Hospital announced six-year-old Madison Austin as its 2019 Children's Miracle Network (CMN) Local Champion Child in March 2019 at a hokey pokey party in her honor.

Madison was born with a birth defect that required her to use a tracheal tube to breathe. This left her prone to infections that frequently landed her in the hospital. When the nursing staff found her watching hokey pokey videos on her tablet, they decided to boost her spirits and bring it to her bedside. Since then, several videos of colleagues performing the hokey pokey for Madison ended up on YouTube and went viral on social media. She is fondly known as "The Hokey Pokey Queen" at the hospital. In September 2019, hospital staff members held a surprise party for her to celebrate her tracheostomy tube being removed.

As the local CMN champion child, Madison and her family represent St. John's at a variety of CMN events and in marketing materials.

Taking the Mission Outside the Walls of the Hospital

Child Safety Activities

April is Child Abuse Prevention Month and St. John's Children's Hospital teamed up with Prevent Child Abuse Illinois, the Illinois Department of Children and Family Services and Safe Families for Children to raise awareness by planting blue pinwheels, a national symbol of child abuse prevention, on the lawn in front of St. John's Pavilion.

On April 6, 2019, St. John's Children's Hospital teamed up with Child Safety USA to provide free, FBI-ready identification cards for parents and guardians of children 18 and younger.





Hands and Feet Clinic

The Hands and Feet Clinic is a partnership between St. John's and the Helping Hands Homeless Shelter in Springfield. The idea for the clinic developed during discussions in November 2018 between St. John's colleagues and shelter staff in response to concerns about frostbite, open sores and other health issues involving the hands and feet of the clients served at its warming center.

The first Hands and Feet Clinic was held in February 2019. It was held every other Wednesday evening through April at the warming center. When the shelter closed for the summer, the hospital and shelter partnered with First Presbyterian Church in Springfield to continue to hold the clinic at the church every other Wednesday evening from May through October. More than 140 homeless shelter clients have been served. Plans call for the Hands and Feet Clinic to continue indefinitely.

During clinic sessions, nursing colleagues from St. John's volunteer to wash the client's feet in warm water while looking for any health issues that need addressed. The nurses take notes to pass along to medical providers. For many clients, the warm foot bath is comforting and brings a sigh of relief. Others are brought to tears by the kindness of others.





18,223

TOTAL ADMISSIONS



2,017

BABIES BORN



1,261

PHYSICIANS



3,072

COLLEAGUES



906

NURSES



55,096

EMERGENCY DEPARTMENT
VISITS



219,675

OUTPATIENT
REGISTRATIONS

14,437

SURGICAL CASES



681

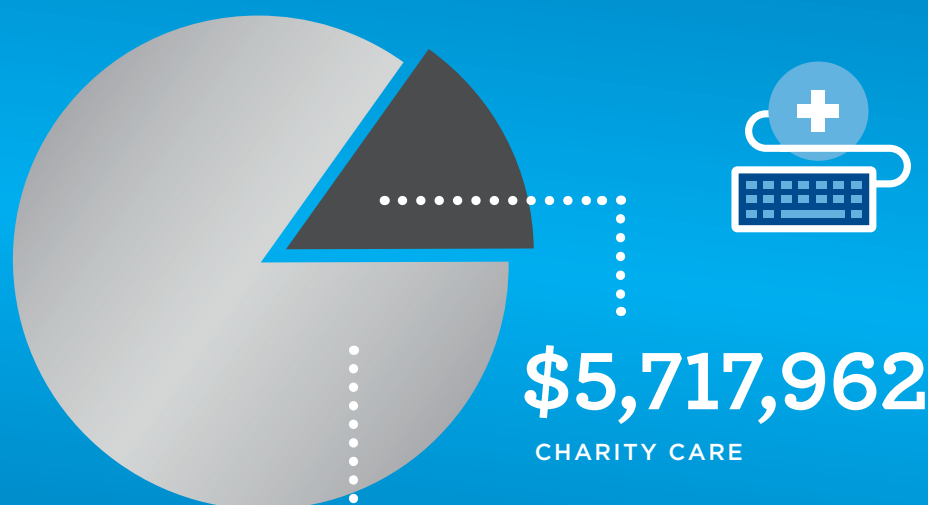
VOLUNTEERS

Community Benefit Report



\$54,941,047

TOTAL COMMUNITY BENEFIT



\$46,396,860

- UNPAID COST OF MEDICAID/MEDICARE
- HEALTH PROFESSIONS EDUCATION
- SUBSIDIZED HEALTH SERVICES
- COMMUNITY BENEFIT OPERATIONS



\$1,770,605

COMMUNITY HEALTH
IMPROVEMENT SERVICES



\$654,463

CASH AND IN-KIND
CONTRIBUTIONS TO
COMMUNITY GROUPS

HSHS St. John's Hospital Leadership

Board of Directors

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Tim Nicoud, Jr., vice chair
Sister Marybeth Culnan, OSF, secretary
Ann Carr, treasurer
Lesla Branham
Megan DeFrain
Juan Huerta
Brenda Jeffers
Jason Knoedler
E.J. Kuiper, president and CEO
Drew Long
Marc Shelton, MD

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Douglas King
Kevin Lust
Harry Mitchell
Sister Helen Marie Plummer, OSF
Mark Ridley

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Robert Abrams, MD
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Gregory Barnett, MD
Scott Long, MD
Todd Elmore, MD
Diane Hillard-Sembell, MD
Ashish Tokhi, MD
Dushyantkumar Patel, MD
Gurpreet Mander, MD, MBA
Jeffrey Suzewits, DO
Allison Paul, DNP, RN, NEA-BC

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Megan DeFrain
John Goetz
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Kris Maurer, RN
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Robert Mizeur
Chris Noonan
Paul Palazzolo
Sarah Delano Pavlik
Michelle Martin Seelbach, PhD
Trevor Wallner



Michael Hicks Named New President and CEO

In April 2019, Michael Hicks, MBA, FACHE, joined HSHS St. Mary's Hospital as the new president and CEO. Hicks came to St. Mary's after serving more than two decades with UChicago Medicine: Ingalls Memorial, most recently as a senior vice president and chief operating officer.

In May, the hospital hosted a blessing and public meet-and-greet where he was able to get to know community members, along with his colleagues throughout the hospital. A large crowd of family, friends, colleagues and community members was present for the service and reception that followed.

Looking to the future, Hicks plans to build on existing relationships with physicians, community advocates and, most importantly, patients.



Adolescent Psychiatry Fellowship Program Comes to St. Mary's; Behavioral Health Services Renovation Begins

The Department of Psychiatry at SIU School of Medicine brought its adolescent psychiatry fellowship program to St. Mary's in June 2019. This program is an Accreditation Council for Graduate Medical Education (ACGME) two-year training program for child psychiatrists. With a shortage of child psychiatrists throughout the country, and especially in rural areas such as Macon County, this program brings new and upcoming talent to the area. It also gives behavioral health colleagues exposure to the most current treatment modalities and approaches. The goal is to expand SIU psychiatric services to the adult and geriatric populations in the future.

All the behavioral health units at St. Mary's are being renovated one at a time to conform to the latest



industry standards surrounding safety and become the center for excellence for all HSHS CID hospitals. Once renovations are complete, the adolescent unit will expand from a 10- to 20-bed unit. Renovations are expected to be completed in March 2020.



Intensive Care Unit Renovated

St. Mary's renovated its intensive care unit (ICU) in FY19. The 12-bed unit, now located on the second floor, more than doubled in size. It features three nurses' stations with direct views into each patient room and a more comfortable, healing environment.





6,171

TOTAL ADMISSIONS



702

BABIES BORN



365

PHYSICIANS



1,039

COLLEAGUES



279

NURSES



38,344

EMERGENCY DEPARTMENT
VISITS



129,912

OUTPATIENT
REGISTRATIONS

3,357

SURGICAL CASES



285

VOLUNTEERS

Community Benefit Report



\$18,145,336

TOTAL COMMUNITY BENEFIT



\$2,501,942

CHARITY CARE

\$15,015,315

- UNPAID COST OF MEDICAID/MEDICARE
- HEALTH PROFESSIONS EDUCATION
- SUBSIDIZED HEALTH SERVICES
- COMMUNITY BENEFIT OPERATIONS



\$488,365

COMMUNITY HEALTH
IMPROVEMENT SERVICES



\$139,714

CASH AND IN-KIND
CONTRIBUTIONS TO
COMMUNITY GROUPS

HSHS St. Mary's Hospital Leadership

Board of Directors

Lori Kerans, chair
Matt Bennett
Gary Birschbach
Mike Cottrell
Lee Endsley, MD
Alan Frigy, MD
Sister Bernadine Gutowski, OSF
Michael Hicks, president and CEO
Katherine "Kitty" McCarthy
Fr. Rick Weltin

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Megan Breheny
Susan Dudra
Cayla Hittmeier
Sheila Jesek-Hale
Chris Phillips
Tracy Slater
Fr. Richard Swan
Lauren Young

Medical Staff Executive Committee

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John Furry, MD
Paul Kay, MD
Douglas Maibenco, MD
Muhammad Raqeem, MD
Daniel Rouben, MD
Dan Smith, MD

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Steve Horve
Drew Jacobus-Hickey
Douglas Lee
Amanda Lewis, DMD
Dan McCormack
Jack McCoy
Mark McLeod
Susan Rayhill
Jim Schwarz
Chris Smith
Bob Swartz



Jim Timpe Selected to Serve as President and CEO

Timpe started in this new role in December 2018. He came to St. Francis from St. John's in Springfield where he had served as the director of imaging services, rehabilitation services, sleep medicine and neuro-diagnostics since 2011.

Before Timpe joined HSHS, he held various leadership positions in radiology services in the Chicagoland area.

He said he's been getting to know the colleagues, medical staff, board members, volunteers and community members in Litchfield and using their feedback as a guide to continue the Hospital Sisters' tradition of providing high-quality health care close to home.





St. Clare's Community Garden Provides Fresh Produce to Litchfield Community

St. Francis Hospital partnered with several local organizations in FY19 to launch St. Clare's Community Garden to increase access to fresh produce. Montgomery County contains areas known as "food deserts," where residents do not have convenient access to healthy food.

The University of Illinois Extension Office provided guidance on the plan, layout, soil testing and supply list, and the Litchfield High School building trades class built eight raised garden beds as part of a school project. St. Clare's Food Pantry, also on the hospital campus, was the local distribution center. Tomatoes,

peppers, squash, sweet potatoes and herbs were harvested to supplement the food available at St. Clare Food Pantry.



1,347

TOTAL ADMISSIONS



222

BABIES BORN



184

PHYSICIANS



279

COLLEAGUES



76

NURSES



11,449

EMERGENCY DEPARTMENT
VISITS



57,376

OUTPATIENT
REGISTRATIONS

2,350



SURGICAL CASES



220

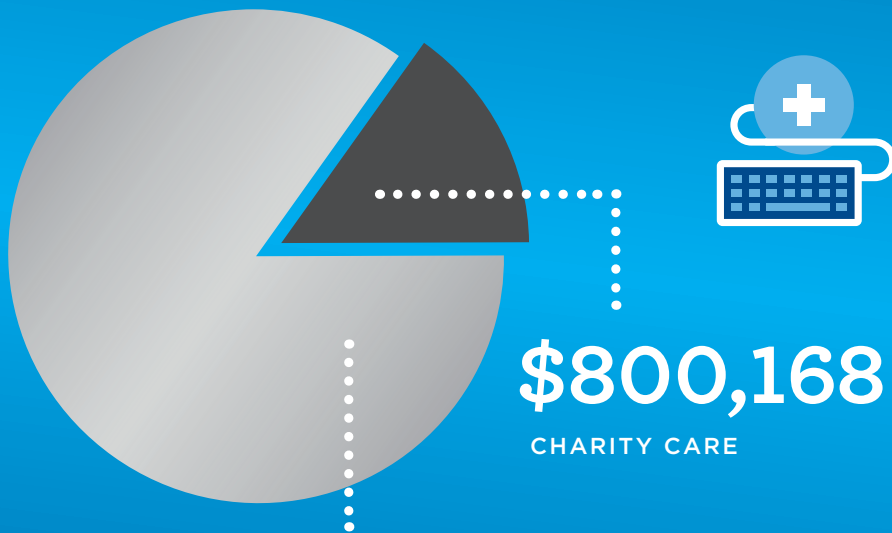
VOLUNTEERS

Community Benefit Report



\$6,004,413

TOTAL COMMUNITY BENEFIT



\$4,029,391

- UNPAID COST OF MEDICAID/MEDICARE
- HEALTH PROFESSIONS EDUCATION
- SUBSIDIZED HEALTH SERVICES
- COMMUNITY BENEFIT OPERATIONS



\$297,038

COMMUNITY HEALTH
IMPROVEMENT SERVICES



\$54,742

CASH AND IN-KIND
CONTRIBUTIONS TO
COMMUNITY GROUPS

HSHS St. Francis Hospital Leadership

Board of Directors

Steve Bryant, chair
Jerry Williams, vice chair
Jennifer Reid Bauer, secretary
Ann Carr, treasurer
Tom Baker
Sister Ritamary Brown, OSF
Jerome Epplin, MD
Peter Mannix
Jim Timpe, president and CEO

Medical Staff Executive Committee

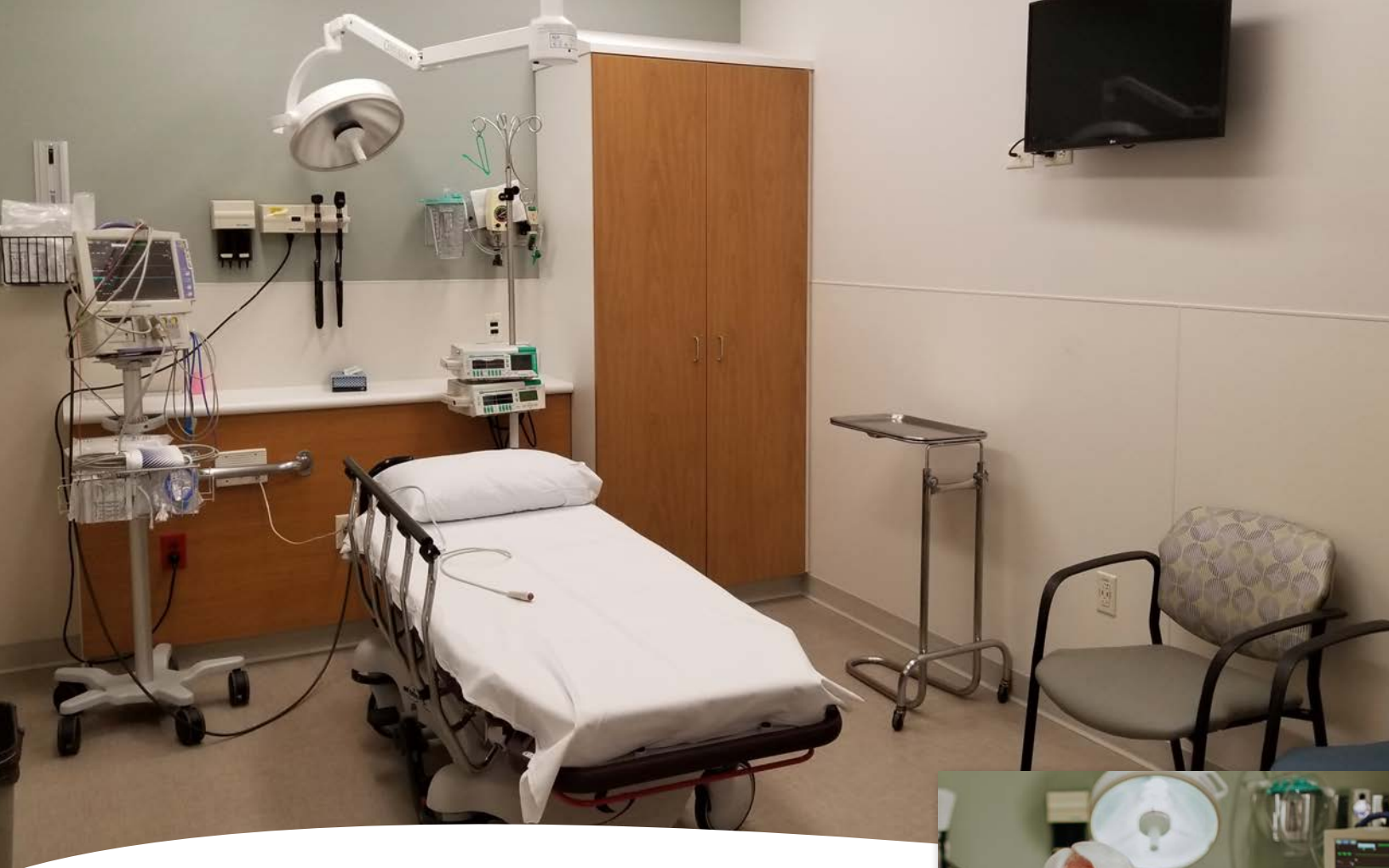
Tracy Painter, MD, president
Chris Poirot, MD, president-elect
Laura Watt, MD, secretary/treasurer
Phillip Johnson, MD, past president

Foundation Leadership Council

Jane Martin, chair
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Lou Ellen Anderson
Miranda Bergman
Bill Borklund
Susan Cain
Sharon Cordani
Denise DeLaCruz
Tonya Flannery
Gene Hebenstreit
Daniel Helgen
Erik Hyam
Jeanmarie Jubelt
William Montgomery
Ben Schwab



HSHS
St. Francis
Hospital



Emergency Department, Radiology Remodeling Projects Complete

HSHS Good Shepherd Hospital invited the public to tour its newly remodeled emergency and radiology departments in April 2019.

In the emergency department (ED), the remodel enabled the hospital to create all private rooms, add consultation rooms and make the nurses station larger. The last phase of the radiology remodel included a new ultrasound space with private, attached bathrooms.

Telemedicine Now Available

With the remodel, Good Shepherd can now provide specialty care in the ED via telemedicine. Telemedicine is a safe, secure way to provide life-saving medical care through video chat. The telemedicine “robot” gives specialists at St. John’s the ability to see and speak with patients in Shelbyville in real time and provide direction to the physicians and nurses to provide the best care possible.



HSHS
Good Shepherd
Hospital



Telemedicine Helps Stroke Patient Get Back to What She Loves

On March 4, 2019, Brenda and Garrett Graham drove to Shelbyville from their home in Robinson to watch their granddaughter play in a seventh grade sectional volleyball game. Halfway through the third set, Brenda leaned onto Garrett's shoulder. He asked if she was OK and she slurred, "I'm OK." Garrett knew immediately something was wrong. Two RNs and a police officer from Robinson and an RN from Shelbyville quickly came to help.

Within 10 minutes of arriving at Good Shepherd, emergency medicine physician Christopher Cruz, MD, took Garrett to a consultation room to explain what was going on and what

the next steps would be. Dr. Cruz and Garrett were able to speak to neuro interventionalist Jacob Kitchener, MD, from St. John's through the telemedicine robot, and tPA was administered. Meanwhile, air evac was on its way to transport Brenda to St. John's.

As the Graham's son and Garrett were on their way to Springfield, Dr. Kitchener called and spoke to Garrett to get his verbal permission to do a surgical procedure called a thrombectomy.

The next morning Brenda started showing signs of improvement and by that afternoon, St. John's colleagues had her up and walking. Just three days

after surgery Brenda was transferred to a hospital near her home for rehabilitation. On March 19, Brenda was discharged home. Not long after they got home, Garrett heard Brenda playing the "Star-Spangled Banner" on the piano. When she finished she raised both hands, waved them around and said, "They both work!" Brenda plays piano at their church and was able to return to doing so for the first time on Easter Sunday, April 21.

Garrett said, "The Good Lord put us in Shelbyville at the right time. If we were anywhere else, her outcome would have been much different."



441

TOTAL ADMISSIONS



105

PHYSICIANS



174

COLLEAGUES



40

NURSES



4,755

EMERGENCY DEPARTMENT
VISITS



21,417

OUTPATIENT
REGISTRATIONS

248



SURGICAL CASES



4

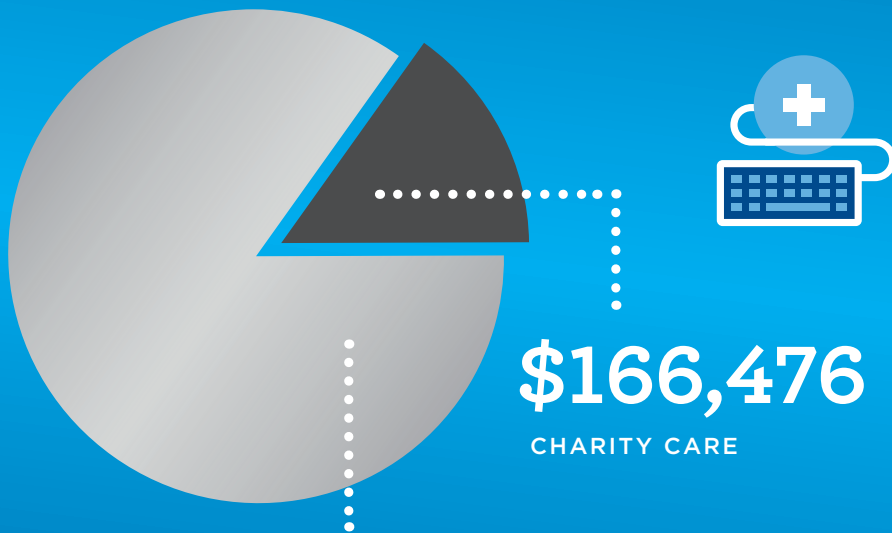
VOLUNTEERS

Community Benefit Report



\$2,592,323

TOTAL COMMUNITY BENEFIT



\$2,358,847

- UNPAID COST OF MEDICAID/MEDICARE
- HEALTH PROFESSIONS EDUCATION
- SUBSIDIZED HEALTH SERVICES
- COMMUNITY BENEFIT OPERATIONS



\$42,878

COMMUNITY HEALTH
IMPROVEMENT SERVICES



\$24,122

CASH AND IN-KIND
CONTRIBUTIONS TO
COMMUNITY GROUPS

HSHS Good Shepherd
Hospital

Leadership

Board of Directors

Josh Shallenberger, chair
David Cruitt, vice chair
Denise Bence, secretary
David Beach
John Brix, DVM
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Brian Green
Michael Kiley
Aaron Puchbauer, president and CEO

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Suzanne Clarke, MD
Urbano Dauz, MD
David Downs, MD

Foundation Advisory Council

Judy Behl
Randy Biehler
Virginia Dauz, MD
Jim Finks
Lorrie Hayden
Michael Kiley
Robert Pancoast
Marilyn Sears
Kurt Stremming
Robert Taggart



HSHS
Good Shepherd
Hospital



Mary Starmann-Harrison
President and CEO
Hospital Sisters Health System

Dear Friends and Colleagues,

Hospital Sisters Health System celebrated a milestone anniversary this year, marking 40 years since its incorporation. When the Hospital Sisters of St. Francis came to America to begin their health care ministry 140 years ago, none of them could have guessed what their ministry would be like today in 2019. Thanks to the visionary leadership of the sisters, HSHS is a \$2.5 billion health care system that spans across two states and serves millions of people each year.

Over the past year, HSHS has faced challenges amidst continuing, vast health care changes across the country. Yet we have remained committed to our mission and are proud to provide high-quality and compassionate care to our patients much like every other year of our 140-year existence. Year after year, we see that the care our colleagues provide is strongly aligned with our Franciscan heritage and mission, and colleagues embody our core values of respect, care, competence and joy in all they do.



Bill Murray
Chair,
Board of Directors

This year's highlights across the system include expansion of cancer care services and telemedicine technology, partnerships with OakLeaf Clinics in western Wisconsin and Springfield Clinic in central Illinois and continued growth at our partner medical groups – Prevea Health, HSHS Medical Group and Prairie Cardiovascular. There was the opening of a breast milk dispensary, commissioning of a mobile mammography unit, opening of a community pharmacy, and several digital initiatives launched that save patients time and money while still delivering our standard of high-quality care. And that's only scratching the surface of what we have achieved this year for our patients. We have a lot to be proud of at HSHS.

Additionally, as a Catholic health care provider, HSHS has a long and rich tradition of addressing the health needs in the communities we serve. HSHS ministries contribute to community needs through our broader community benefit programs. This includes health education, subsidized health services, research and community building activities. In 2019, it came in the form of free yoga classes, medication take-back days, blood drives, stroke screenings, suicide prevention education classes, free bike helmets, AED donations, free FBI-ready child identification cards, community gardens, pool days to promote sun and swim safety and so much more.

All these accomplishments would not be possible without our dedicated colleagues and physician partners who work tirelessly to care for our patients and communities. Our mission is to reveal and embody Christ's healing love for all people through our high-quality Franciscan health care ministry; HSHS is blessed to have a team of committed caregivers who exemplify our mission.

For more than 140 years, our mission to share the healing love of Christ has remained constant. On behalf of the HSHS family, we are grateful for the opportunity to serve our patients, their families and our communities in the healing tradition of Jesus Christ and St. Francis and St. Clare of Assisi.

Sincerely,

Mary Starmann-Harrison
President and Chief Executive Officer
Hospital Sisters Health System

Bill Murray
Chair, Board of Directors
Hospital Sisters Health System

Discrimination is against the law

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

HSHS 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).

HSHS 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 1-217-814-5095 (TTY: 1-217-525-5611).

If you believe HSHS 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:

System Responsibility Officer and 1557 Coordinator
4936 Laverna Road
Springfield, Illinois 62794
Telephone: (217) 492-6590
FAC: (217) 523-0542

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a system responsibility officer and 1557 coordinator is available to help you.

You also can 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>.

Español (Spanish)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-217-464-7600.

Hmoob (Hmong)

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-217-464-7600.

Deutsch (German)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche
Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-217-464-7600

Français (French)

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-217-464-7600

繁體中文 (Chinese)

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電1-217-464-7600。

Deutsch (Pennsylvania Dutch / German)

Wann du [Deitsch (Pennsylvania German / Dutch)] schwetztscht, kannscht du mitaus
Koschke ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer
uff: Call 1-217-464-7600.

Polski (Polish)

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-217-464-7600.

الغربية العربية (Arabic)
 اكتب هنا لتحدد انك لغت، فإن خدمات المساعدة اللغوية حقوق لك بالامكان. ملحوظات: إذا
 مؤر 1-217-464 احصل برقم 0067
 هلف الصم والكم:

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-217-464-7600.

Italiano (Italian)

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-217-464-7600.

Tagalog (Philippines)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-217-464-7600.

हिंदी (Hindi)

ध्यान दें: यदि आप बोलते हैं तो आपके ललए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-217-464-7600 पर कॉल करें।

ພາສາລາວ (Lao)

ເບດຊ້ານ: ຖ້າວ່າ ທ່າ​ ວິ​ພາ​ສາ ລາວ, ກາ​ນ​ວິ​ກາ​ຊ່ວຍ​ຫຼື​ດ້າ​ພາ​ສາ,
ເດຍ​ນໍ​ສັງ​ຄາ, ມ່​ມິ​ພໍ​ມ​ເຫ​ທ່າ. ເທ​ 1-217-464-7600.

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-217-464-7600 번으로 전화해 주십시오.

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اُردُو (Urdu)

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