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ABOUT OUR SERVICES

Dana-Farber’s Specialty Pharmacy provides specialty pharmacy services for our patients who take self-administered chemotherapeutic medications, also known as oral chemo. Our pharmacy can ship medications to you anywhere in Massachusetts, as well as several other states: Connecticut, Florida, Maine, New Hampshire, New York, and Rhode Island.

Contact Information

Location:
Dana-Farber Cancer Institute – Merrimack Valley
Outpatient Pharmacy
5 Branch St.
Methuen, MA 01844
Hours: Monday through Friday, 8:30 a.m. – 5 p.m.
Closed: Saturday, Sunday, and all major holidays

Phone: 978-620-2075 / Toll Free: 877-620-2075
Website: www.dana-farber.org/pharmacy
Email: DFCISpecialtyPharmacy@dfci.harvard.edu

To ensure your privacy, please do not send us your medical information via email.

A licensed pharmacist is available 24 hours a day, 7 days a week, to discuss urgent matters. Please call 978-620-2075.

Patient Management Program

When we receive your prescription request, our staff will enroll you in our free patient management program, which includes:

• Education about how and when to take your medication
• Tips for how to manage possible side effects
• Clinical evaluation and support from our skilled pharmacy team

Your participation is completely voluntary. If you do not wish to participate in our patient management program, please call us at 978-620-2075.

If you would like to use another specialty pharmacy, please call us and we will assist you with the transfer of your prescription.

Our patient management program is designed to help you get the most out of your specialty medication. It is designed to help you:

• Better understand your medication and how to take it
• Create your own plan for taking your medication and making sure you don’t miss a dose
• Learn tips for preventing potential side effects of medications
• Better manage your medication and overall health
• Coordinate your care with your pharmacist and doctor
• Have easy access to a pharmacist or other clinical staff, any time day or night
ABOUT OUR SERVICES (continued)

While our dedicated specialty pharmacy team can help you maximize the benefits of your therapy, only your physician can diagnose your condition and prescribe medication. You should keep your appointments with your physician and take your medication as prescribed to avoid complications and achieve the best results from your therapy.

It is also important that you make sure your care team has accurate and up-to-date information about any allergies, other medications you are taking, and any changes to your health. This information impacts the care and coordination we provide.

Refilling a Prescription

You can order refills in person, by phone, or via email.

- **In Person:** Stop by any of our Dana-Farber pharmacy locations to request a refill. Find full details online at www.dana-farber.org/pharmacy.
- **Phone:** Call our specialty pharmacy team at 978-620-2075. When calling to request a refill, please allow two (2) business days for our Specialty Pharmacy to process and deliver your refill order.
- **Email:** DFCISpecialtyPharmacy@dfci.harvard.edu To ensure your privacy, please do not send us your medical information via email.

Lost Supplies and Travel Needs

If you lose your medication or supplies, or if you need your prescription(s) filled before you travel, call us and we will work with you and your insurance company to ensure that your medications are covered and that there is no lapse in therapy.

PAYING FOR YOUR MEDICATIONS

Insurance, Payment, and Financial Assistance

**Copays:** Our team works with you and your insurance company to help get your specialty prescription covered. You may have to pay a copay each time a medicine is filled. We will tell you the exact amount you need to pay. The copay amount for a specialty pharmacy medication may still be high, despite having your insurance company pay for most of the cost. Our team will research financial assistance programs that may help you lower your drug therapy cost. We may ask you to fill out an authorization form in order to provide these services.

**Prior Authorizations:** Some medicines need documentation for costs to be covered. This process is called a “prior authorization.” Our team knows how to process this paperwork, which may take a few business days to complete. We will keep you and your doctor informed throughout the process, especially if there are expected delays. If insurance denies coverage for your medicine, our team can help your doctor file an appeal.

**In Network and Out of Network:** If your insurance plan considers Dana-Farber’s Specialty Pharmacy an “out-of-network” pharmacy, we will inform you in writing about the cost to fill your medicine with us. We will transfer your prescription to an “in-network” pharmacy if there is a cost savings to you.
**PAYING FOR YOUR MEDICATIONS (continued)**

**Payment Plans**
Any balances must be paid prior to your next refill. We accept credit/debit cards, cash, personal checks, money orders, and most flexible spending accounts. If you need help arranging a payment plan for the money you owe, we will be happy to assist you. Please call us so we can help.

**Financial or Insurance Questions**
If you need help understanding your bill or insurance, or paying for your care, call our pharmacy at 978-620-2075.

**HOW OUR PHARMACISTS CAN HELP**
Our specialty pharmacists are trained in the medication you take, and they are here to answer your questions about your therapy and care plan. Our pharmacists have direct access to your doctors, nurses, and other providers, and will contact them if needed.

**Our pharmacists can:**
- Teach you how to take your medicine correctly and consistently and share why it’s important
- Make sure that you know how to use injectable medications
- Help you understand and manage side effects and drug interactions
- Discuss any problems you may have, such as administration difficulties or cost concerns
- Work with your care team to ensure your therapy is safe, effective, and appropriate
- Provide you with tools to manage your therapy, including educational materials and consumer advocacy support

Please call one of our pharmacists at 978-620-2075 if you have any questions about your medicines. A licensed pharmacist is available 24 hours a day, 7 days a week for any urgent needs related to your medication.

**After Normal Business Hours**
If you have a non-urgent question for your pharmacist outside of our normal business hours, please call us at 978-620-2075 and leave a message. A pharmacist will return your call within 30 minutes. If you have a medical emergency, call 911. Our specialty pharmacy is open Monday through Friday from 8:30 a.m. to 5 p.m.

**Home Delivery Available**
We can ship most medications free of charge right to your home. Delivery is available Monday through Friday. A signature is required by the person receiving the medication. We can only deliver to a valid street address, not a post office box (P.O. box). Our team will coordinate the delivery of your specialty medication(s) to your home or an approved alternate location if needed.
HOW OUR PHARMACISTS CAN HELP (continued)

Supplies Included
When you fill a prescription with us, we will include any necessary supplies at no cost to you, such as needles, syringes, sharps containers, and alcohol swabs. If your medication requires special handling or refrigeration, it will be packaged and shipped accordingly.

Contacting You
When you fill your prescription with us, please make sure we have your complete contact information, including an alternate phone number (such as a mobile phone number) where we can reach you if your home phone is unavailable. We want to be able to reach you in case of an emergency or a delivery delay. In addition, please let our staff know if your contact information changes.

If a weather warning is in place (such as an impending snowstorm), we will make every effort to deliver your medication and supplies early. We will call you if there are any special instructions.

Refill Reminders
A patient care coordinator or pharmacy technician will call to remind you about a medication refill when needed:

- One (1) week before your medication is scheduled to run out
- To check your progress
- To determine the shipment or delivery of your next refill
- To verify your therapy and get a new prescription if you do not have any refills left

Our patient care coordinator or pharmacy technician will connect you with a clinical pharmacist if you have any questions or concerns about your therapy.

If Your Medication Is Not Available at Our Pharmacy
Our pharmacy has access to most specialty medicines, but if we are unable to provide a specific medicine, we will help you find another pharmacy that stocks the medication to ensure that you receive it.

FREQUENTLY ASKED QUESTIONS

What is a specialty pharmacy?
A specialty pharmacy provides complex and sometimes costly medications that may require special storage and handling. These medications may also be available at your local pharmacy. The medications are injected, taken by mouth, or infused. Sometimes, these medications have side effects that require monitoring by a trained pharmacist. Dana-Farber’s Specialty Pharmacy focuses on providing these medications while providing you with excellent customer service and clinical support.

Will my insurance company let Dana-Farber’s Specialty Pharmacy dispense my medication?
Our Specialty Pharmacy can dispense for most insurance companies. Occasionally, your insurance company will require the use of another pharmacy. In these instances, we will transfer your prescription and have the new pharmacy contact you.
FREQUENTLY ASKED QUESTIONS (continued)

Will you ever substitute my medication with another?
From time to time, it is necessary to substitute generic drugs for brand-name drugs. This could occur if your insurance company prefers a generic to be dispensed or to reduce your copay. If a substitution needs to be made, a member of our Dana-Farber Specialty Pharmacy team will talk with you about the change before filling your prescription.

When should I contact the Specialty Pharmacy?
Call us at Dana-Farber’s Specialty Pharmacy if:
• Your address, telephone number, or insurance information changes
• You have any questions about the status of your prescription
• You have concerns about how you take your medication
• You need to reschedule or check the status of your delivery
• You need to start or stop a medication, or if your dose changes
• You have a reaction or allergy to your medicine
• You would like more information regarding your plan for therapy
• If you suspect an error in shipping or dispensing has occurred
• If you learn your medication has been recalled by the FDA

Is it important to take all my medication?
Yes. Follow your doctor’s instructions for both the amount of the medication you should take and the length of time you should take it. We understand that some medications may have unpleasant side effects or are hard to administer. Our pharmacists are available to offer practical advice about dealing with these issues and can help you to contact your provider about how to manage these side effects.

What do I do if I have an adverse reaction to the medication?
If you have a reaction that appears serious or life-threatening, call 911 or have someone drive you to a hospital emergency room. For less serious reactions, report the issue by calling Dana-Farber’s Specialty Pharmacy or your doctor who prescribed the medicine.

Can I return my prescription?
Once your prescription is given to you from the pharmacy, it cannot be returned to the pharmacy. If you suspect your medication or device is defective, please call us and we will see if a new medication or device can be sent to you. If you believe the medication you are taking has been recalled, please call Dana-Farber’s Specialty Pharmacy, and our staff will assist you.

How do I dispose of unused medications?
For instructions on how to properly dispose of unused medications, please contact Dana-Farber’s Specialty Pharmacy or visit www.fda.gov/drugdisposal.

If you are at Dana-Farber’s Yawkey Center for Cancer Care (450 Brookline Ave., in Boston’s Longwood Medical Area), you can throw away unused or old medicines in the Stericycle drug disposal bin located outside our Outpatient Pharmacy on the second floor.
**PATIENT SAFETY**

**Adverse Drug Reactions**
If you have an adverse drug reaction, a sudden change in your medical condition, or other problems, contact your doctor, go to your local emergency room, or call 911.

**Drug Recalls**
Dana-Farber’s Specialty Pharmacy follows all drug recall guidelines from the U.S. Food and Drug Administration (FDA), as well as individual drug manufacturers and state and federal regulatory agencies. We will always contact you and your provider if we learn that a drug recall affects you.

**Sharps and Sharps Disposal**
After using your injectable medication, place all needles, syringes, lancets, and other sharp objects into a sharps container, which is a hard-plastic container used to safely dispose of needles and other sharp medical instruments.
- Do not dispose of sharps in the trash unless they are contained within a sharps container.
- Do not flush sharps down the toilet.
- If a sharps container is not available, a hard plastic or metal container with a screw-on top or other tightly securable lid can be used. Before discarding, reinforce the top with heavy-duty tape. Do not use clear plastic or glass containers. Containers should be no more than three-quarters full.

Check with your local waste collection service or public health department to verify the disposal procedures for sharps containers in your area. You can also visit the Safe Needle Disposal website at [www.safeneedledisposal.org/cdc](http://www.safeneedledisposal.org/cdc).

**Needle-Stick Safety**
- Never replace the cap on needles.
- Throw away used needles immediately after use in a sharps disposal container.
- Plan for the safe handling and disposal of needles before using them.
- Report all needle sticks or sharps-related injuries promptly to your physician.

**Hand-Washing Instructions**
Always wash your hands before and after you prepare or handle any medication.
1. Collect needed supplies: Soap and paper towels (or a clean cloth towel)
2. Wet your hands with warm water.
3. Place a small amount of soap on your hands. Rub hands briskly together for at least 30 seconds.
   Don’t forget in between your fingers.
4. Rinse your hands with warm water, then dry with a paper towel or clean towel.
5. If you touch anything or feel that your hands may no longer be clean, wash your hands again before continuing with your care.
6. Use an alcohol-based hand sanitizer if no water is available.
EMERGENCY PREPAREDNESS

Getting Your Medications in an Emergency or Disaster

We make every effort to deliver your medicines and supplies early if there is a weather event, such as a snowstorm. If we are unable to deliver your medicines or supplies, we will transfer your prescription to another pharmacy.

If there is a disaster in your area, and you are displaced, call 978-620-2075 to tell us where to deliver your medicine. Be sure to let us know when you return to your home. Make sure your contact information is up to date in our records to avoid delay or disruption in your therapy.

Here are some other suggestions that may help prevent injury within your home.

Falling

Falling is one of the most common sources of injuries in the home. To prevent problems:

1. Keep the floor clean. Promptly clean up spills.
2. If you use throw rugs, place them over a rug liner or choose rugs with non-skid backs to reduce your chance of falling.
3. Use a non-slip mat or install adhesive strips in your tub or shower.
4. Tuck away telephone, computer and electrical cords out of walkways.
5. All stairs and steps need handrails. If you have stairs in your home and have children, use baby gates at the top and bottom of the stairs.
6. Have all walkways well lighted and use night lights as needed.
7. Have a flashlight that works.

Poisoning

1. Keep all hazardous materials and liquids out of the reach of children.
2. Keep medications out of the reach of children.
3. Know your local poison control number or dial 800-222-1222 if a poisoning occurs.

Fire and Burn Prevention

1. Have smoke detectors in the home and test the batteries at least once a year; replace batteries when needed.
2. Test each smoke detector once a month.
3. Have a fire plan and be sure all family members know what to do if there is a fire.
4. Place covers over electrical outlets.
5. Check that your water heater is set no higher than 120 degrees Fahrenheit.
6. Keep children away from the stove and never leave the stove unattended while cooking.
7. Keep matches and lighters out of the reach of children.

Fire

1. Rescue anyone from immediate danger.
2. If you are safe, alert the fire department. Otherwise evacuate the area.
3. Turn off oxygen (if applicable) and try to contain the fire by closing off any access, such as doors.
4. Attempt to extinguish the fire only if it is in a small localized area, otherwise evacuate the building and notify the fire department once you are safe.
5. If you need to relocate due to fire or another emergency, please be sure we have your updated contact information and new medication delivery location to ensure that there is no lapse in therapy.
Natural Disasters (flood, earthquake, tornado, etc.)

1. In disaster-prone areas, store food and extra bottled water. Have a battery-operated radio, flashlights and extra batteries.
2. If your home loses power and you are on a nebulized medication or other medication that requires electricity to administer, please call your local electricity provider to report your special needs. They may be able to prioritize the restoration of your electricity.
3. Check for injuries.
4. Check your home for any gas or water leaks and turn off appropriate valves.
5. Stay away from windows or broken glass. Wear shoes at all times.
6. Evacuate the area if necessary.
7. If evacuation is necessary, go to the nearest shelter and notify the organizers of any special needs you have.
8. If you need to relocate from your home due to fire, natural disaster, or another emergency, please call Dana-Farber’s Specialty Pharmacy to ensure we have your updated contact information and new medication delivery location.

Power Outages

1. Notify your gas and electric companies if there is a loss of power.
2. If you are on a nebulized medication or other medication that requires electricity to administer, please call your local electric company to report your special needs. They may be able to prioritize the restoration of your electricity.
3. Have a battery-operated radio, flashlights, batteries and/or candles available. (If you are on oxygen, turn it off before lighting candles.)

Winter Storms

1. Prepare an emergency kit with:
   - Water
   - Nonperishable food
   - Battery-operated radio
   - Flashlights and fresh batteries
   - First-aid kit, including prescription medicines
2. Keep a full charge in your cell phone.
3. Do NOT use your stove for heat. If your power goes out, use these items as heat sources:
   - Extra blankets, sleeping bags or warm winter coats, gloves and hats.
   - A wood-burning fireplace. (Be sure to keep a supply of dry firewood.)
4. Never use a charcoal grill or portable gas camp stove inside your home. Both of these items produce deadly fumes.
5. Avoid using candles as they can lead to house fires. If you do use candles, never leave lit candles unattended.
Your Dana-Farber Rights and Responsibilities

As a patient of Dana-Farber, or as the parent or guardian of a minor patient, you have certain rights under federal and state law. We also ask you to share certain responsibilities to help us provide the best possible care. Find these rights and responsibilities online at www.dana-farber.org/patientrights.

Your Specialty Pharmacy Rights and Responsibilities

Patients who use our pharmacy’s Patient Management program have the right to:

• Have personal health information shared with the patient management program only in accordance with state and federal law.
• Identify the program’s staff members, including their job title, and to speak with a staff member’s supervisor if requested.
• Speak to a health professional.
• Receive information about the patient management program.
• Decline participation, or disenroll, at any point in time.
• Be fully informed in advance about care/service to be provided, including the disciplines that furnish care and the frequency of visits, as well as any modifications to the plan of care.
• Be informed, in advance of care/service being provided and their financial responsibility.
• Receive information about the scope of services that the organization will provide and specific limitations on those services.
• Participate in the development and periodic revision of the plan of care.
• Refuse care or treatment after the consequences of refusing care or treatment are fully presented.
• Be informed of client/patient rights under state law to formulate an Advanced Directive, if applicable.
• Have one’s property and person treated with respect, consideration, and recognition of client/patient dignity and individuality.
• Be able to identify visiting personnel members through proper identification.
• Be free from mistreatment, neglect, or verbal, mental, sexual, and physical abuse, including injuries of unknown source, and misappropriation of client/patient property.
• Voice grievances/complaints regarding treatment or care or lack of respect of property, or recommend changes in policy, personnel, or care/service without restraint, interference, coercion, discrimination, or reprisal.
• Have grievances/complaints regarding treatment or care that is (or fails to be) furnished, or lack of respect of property investigated.
• Confidentiality and privacy of all information contained in the client/patient record and of Protected Health Information (PHI).
• Be advised on the agency’s policies and procedures regarding the disclosure of clinical records.
• Choose a healthcare provider, including an attending physician, if applicable.
PATIENT RIGHTS AND RESPONSIBILITIES (continued)

- Receive appropriate care without discrimination in accordance with physician’s orders, if applicable.
- Be informed of any financial benefits when referred to an organization.
- Be fully informed of one’s responsibilities.

Patients who use our pharmacy’s Patient Management program have the responsibility to:

- Give accurate clinical information and notify the patient management program of changes in this information.
- Notify the treating prescriber of their participation in the patient management program.
- Submit forms that are necessary to receive services.
- Provide accurate medical and contact information and any changes.
- Notify the treating provider of participation in the services provided by the organization.
- Maintain any equipment provided.
- Notify the organization of any concerns about the care or services provided.

PATIENT CONCERNS AND COMPLAINTS

You have a right to voice grievances and recommend changes in care or services without fear of revenge or unreasonable interruption of services. There are several ways for you to inform us of your comments or concerns:

- **Share the concern with our pharmacy staff or the pharmacy manager**, either by phone or in person at one of our locations.
- **Email us at DFCISpecialtyPharmacy@dfci.harvard.edu.**

Dana-Farber’s Specialty Pharmacy has a formal complaint process that ensures your concerns, complaints, and suggestions are reviewed and investigated within five (5) business days of receipt. You are notified, either by phone or in writing, of our resolution. There is no retaliation for filing a complaint.

If Dana-Farber’s Specialty Pharmacy cannot resolve your patient care or safety concern, you may contact:

- Dana-Farber Cancer Institute, Patient/Family Relations, 617-632-3417
- Massachusetts Department of Public Health, Bureau of Health Care Safety and Quality, 800-462-5540
- The Joint Commission, Office of Quality Monitoring, 800-994-6610, complaint@jointcommission.org
- Massachusetts Board of Registration in Medicine, 800-377-0550
DISCRIMINATION IS AGAINST THE LAW

Dana-Farber Cancer Institute complies with applicable federal and state civil rights laws and does not discriminate on the basis of race, color, religion, ancestry, age, national origin, place of birth, gender, gender identity or expression, marital status, sexual orientation, disability, genetic information, status as a member of the Armed Forces or veteran of the Armed Forces, or any other category protected by federal, state, or local law.

Dana-Farber provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Information in alternative formats

If you need these services, please tell your primary care team or call Dana-Farber’s Affordable Care Act (ACA) Compliance Coordinator at 617-582-7100. When possible, please request these services before your appointment.

Dana-Farber provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, please contact primary care team ahead of time, when possible or Interpreter Services at 617-632-3673.

If you believe that Dana-Farber has failed to provide needed services or discriminated in another way, you can file a grievance with our Patient/Family Relations office. You can file a grievance by phone, in person, or by mail, fax, or email.

Dana-Farber Cancer Institute
ATTN: Patient/Family Relations
450 Brookline Ave.
Boston, MA 02215
Phone: 617-632-3417 (TTY: 711)
Fax: 617-632-6988
Email: ACA_ADA@dfci.harvard.edu

If you need help filing a grievance, contact Dana-Farber’s ACA Compliance Coordinator at ACA_ADA@dfci.harvard.edu or 617-632-3417 (TTY: 711).

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 at https://ocrportal.hhs.gov. Complaint forms are available online at https://www.hhs.gov/ocr/complaints/index.html. You can also file by mail or phone:

U.S. Department of Health and Human Services
200 Independence Ave., SW
Room 509F, HHH Building
Washington, DC 20201
800-368-1019 (TDD: 800-537-7697)
**INTERPRETER SERVICES – LANGUAGE ASSISTANCE SERVICES**

If you speak a language other than English, language assistance services are available to you free of charge. You can request these services through your primary care team.

If you do not see your language listed here, call **617-632-6366 (TTY: 711)**.

An interpreter who speaks your language will return your call within one business day.

<table>
<thead>
<tr>
<th>Language</th>
<th>Translation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arabic</td>
<td>إذا كنت تتحدث اللغة العربية فإن خدمات المساعدة اللغوية تتوفر لك بالمجان. اتصل برقم 617-632-3673</td>
</tr>
<tr>
<td>Cambodian</td>
<td>អាចមានសំរាប់បំរងសាប់អ្នកបាន ហើយ យើងអាចសរសេរអ្នកគ្រប់រយៈមួយប៊ុពែងការបរិស្ថ្ប័ត្តអំឡុងពេលពិភពលោក 617-632-3673</td>
</tr>
<tr>
<td>Chinese</td>
<td>如果您说粤语或普通话，您可以免费获得语言支援服务。请致电: 617-632-3673。</td>
</tr>
<tr>
<td>French</td>
<td>Si vous parlez français, des services d’assistance linguistique vous sont proposés gratuitement. Appelez le 617-632-3673.</td>
</tr>
<tr>
<td>Greek</td>
<td>Εάν μιλάτε ελληνικά σας προσφέρουμε τις υπηρεσίες γλωσσικής υποστήριξης δωρεάν. Καλέστε 617-632-3673</td>
</tr>
<tr>
<td>Gujarati</td>
<td>તમે અંગ્રેષ્ય સંવાદમાં બ્રાન્દ દરેક શ્રેષ્ઠ સેવાશીલ સેવાઓ પામી શકો છો. તે હાલમાં માટે અમે તમારે સહાય મળી શકીએ. કોટ્યાર: 617-632-3673</td>
</tr>
<tr>
<td>Creole</td>
<td>Si w pale Kreyòl Ayisyen, gen sèvis ed pou lang ki disponible gratis pou ou. Rele 617-632-3673.</td>
</tr>
<tr>
<td>Hindi</td>
<td>यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 617-632-3673.</td>
</tr>
<tr>
<td>Italian</td>
<td>In caso la lingua parlata sia l’italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 617-632-3673.</td>
</tr>
<tr>
<td>Korean</td>
<td>한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 617-632-3673.</td>
</tr>
<tr>
<td>Polish</td>
<td>Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 617-632-3673.</td>
</tr>
<tr>
<td>Portuguese</td>
<td>Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 617-632-3673.</td>
</tr>
<tr>
<td>Russian</td>
<td>Если Вы говорите по-русски, Вы можете воспользоваться бесплатными услугами переводчика. Звоните по телефону 617-632-3673.</td>
</tr>
<tr>
<td>Spanish</td>
<td>Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 617-632-3673.</td>
</tr>
<tr>
<td>Vietnamese</td>
<td>Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 617-632-3673.</td>
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