

## Nondiscrimination Notice - Discrimination is Against the Law

University Hospitals complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)). University Hospitals does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

- University Hospitals provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as qualified sign language interpreters, and written information in other formats (large print, audio, accessible electronic formats, other formats).
  - If you need access to reasonable modifications or appropriate auxiliary aids and services, please **ask your medical provider for information.**
- University Hospitals provides free language assistance services to people whose primary language is not English, which may include qualified interpreters and information written in other languages.
  - If you need language assistance services, please **ask your medical provider for information.**

If you believe University Hospitals 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 University Hospitals' Civil Rights Coordinator. If you need help filing a grievance, the Civil Rights Coordinator is available to help you. Please include as much detail as possible in your grievance to allow us to effectively research and respond.

Civil Rights Coordinator  
University Hospitals Health System, Inc.  
3605 Warrensville Center Rd.  
Shaker Heights, Ohio 44122  
Phone: 216-767-8972  
E-mail: [compliance@uhhospitals.org](mailto:compliance@uhhospitals.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/smartscreen/main.jsf>, or by mail, phone, or TDD at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201-0004  
Phone: (800) 368-1019  
TDD: (800) 537-7697

Complaint forms are available at <https://www.hhs.gov/ocr/complaints/index.html>.

This notice is available at University Hospital's website: <https://www.uhhospitals.org/-/media/files/locations/contact-us/discrimination-is-against-the-law.pdf>.

## **Language Assistance Services and Auxiliary Aids and Services**

ATTENTION: If you speak a language other than English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-844-643-4233 (TTY: 1-844-1544) or speak to your provider.

### **American Sign Language**

ATTENTION: If you speak American Sign Language, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call TTY: 1-844-1544 or speak to your provider.

### **Spanish - Español**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-844-643-4233 (TTY: 1-844-1544) o hable con su proveedor.

### **Chinese - 中文**

注意：如果您說[中文]，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。請致電 1-844-643-4233（TTY：1-844-1544）或與您的提供者討論。」

### **German - Deutsch**

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Rufen Sie 1-844-562-3981 (TTY: 1-844-1544) an oder sprechen Sie mit Ihrem Provider.

## **Pennsylvania German / Dutch**

Wann du Deitsch (Pennsylvania German / Dutch) schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: 1-844-562-3981 (TTY: 216-844-1544).

## **Arabic**

### العربية

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. اتصل على الرقم 1-XXX-844-562-3981 (TTY: 1-844-1544) أو تحدث إلى مقدم الخدمة.

## **Dutch - Nederlands**

LET OP: als je Nederlands spreekt, zijn er gratis taalhelpdiensten voor je beschikbaar. Passende hulpmiddelen en diensten om informatie in toegankelijke formaten te verstrekken, zijn ook gratis beschikbaar. Bel 1-844-562-3981 (tty: 1-844-1544) of spreek met je provider.

## **Russian - РУССКИЙ**

ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-844-643-4233 (TTY: 1-844-1544) или обратитесь к своему поставщику услуг.

## **French - Français**

ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-844-643-4233 (TTY : 1-844-1544) ou parlez à votre fournisseur.

## **Vietnamese - Việt**

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-844-562-3981 (Người khuyết tật: 1-844-1544) hoặc trao đổi với người cung cấp dịch vụ của bạn.

## **Somali (Cushite) - Soomaali**

FIIRO GAAR AH: Haddaad ku hadasho Soomaali, adeegyo kaalmada luuqadda ah oo bilaash ah ayaad heli kartaa. Qalab caawinaad iyo adeegyo oo habboon si loogu bixiyo macluumaadka qaabab la adeegsan karo ayaa sidoo kale bilaa lacag heli karaa. Wac 1-844-643-4233 (TTY: 1-844-1544) ama la hadal bixiyahaaga.

## **Korean - 한국어**

주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-844-562-3981 (TTY: 1-844-1544)번으로 전화하거나 서비스 제공업체에 문의하십시오.

## **Italian - Italiano**

ATTENZIONE: se parli Italiano, sono disponibili servizi di assistenza linguistica gratuiti. Sono inoltre disponibili gratuitamente ausili e servizi ausiliari adeguati per fornire informazioni in formati accessibili. Chiama l' 1-844-562-3981 (tty: 1-844-1544) o parla con il tuo fornitore.

## **Japanese - 日本語**

注: 日本語を話される場合、無料の言語支援サービスをご利用いただけます。アクセシブル(誰もが利用できるよう配慮された)な形式で情報を提供するための適切な補助支援やサービスも無料でご利用いただけます。1-844-562-3981 (TTY: 1-844-1544)までお電話ください。または、ご利用の事業者にご相談ください。

## **Nepali - नेपाली**

सावधान: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क भाषिक सहायता सेवाहरू उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायता र सेवाहरू पनि निःशुल्क उपलब्ध छन्। 1-844-643-4233 (TTY: 1-844-1544) मा फोन गर्नुहोस् वा आफ्नो प्रदायकसँग कुरा गर्नुहोस्।

**Ukrainian - українська мова**

УВАГА: Якщо ви розмовляєте українська мова, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за номером 1-844-562-3981 (TTY: 1-844-1544) або зверніться до свого постачальника».

**Romanian - Română**

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-844-562-3981 (TTY: 216-844-1544).

**Burmese - မြန်မာ**

သတိပြုရန်- သင်က မြန်မာဘာသာစကား ပြောဆိုပါက၊ အခမဲ့ ဘာသာစကားအကူအညီ ဝန်ဆောင်မှုများကို ရရှိနိုင်ပါသည်။ အသုံးပြုနိုင်သော ဖော်မတ်များဖြင့် အချက်အလက်များ ဖော်ပြပေးရန် သင့်လျော်သော အရန်အကူအညီများနှင့် ဝန်ဆောင်မှုများကိုလည်း အခမဲ့ ရရှိနိုင်ပါသည်။ 1-844-643-4233 (TTY: 1-844-1544) သို့ဖုန်းခေါ်ပါ သို့မဟုတ် သင်၏ ဆောင်ရွက်ပေးသူနှင့် စကားပြောပါ။