Notice of Nondiscrimination

Accessibility to Interpreter Services

All patients have the right to receive care at VCU Health System without discrimination due to age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex (sexual orientation, gender identity or expression and pregnancy), protected veteran status, marital status, genetic information, or any other protected characteristics under applicable federal, state, or local law.

VCU Health System:

- 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 Language Service at (804) 628-1116 or the Patient Resource Coordinator at (804) 628-0400.

If you believe that VCU Health System 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 Resource Coordinator, VCU Health System, Box 980143 Richmond, Virginia 23298, (804) 628-0400, TTY: 1-800-828-1120, Fax: (804) 628-0777, Email: pr@vcuhealth.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, a Patient Resource Coordinator is available to help you.

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
1-800-368-1019, 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 1-804-628-1116 (TTY: 711 or 1-800-828-1140).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-804-628-1116 (TTY: 711 or 1-800-828-1140) 번으로 전화해 주십시오.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-804-628-1116 (TTY: 711 or 1-800-828-1140).

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 1-804-628-1116 (TTY: 711 or 1-800-828-1140)。

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-804-628-1116 (رقم هاتف الصم والبكم: 1-804-828-1140).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-804-628-1116 (TTY: 711 or 1-800-828-1140).

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-804-628-1116 (TTY: 711 or 1-800-828-1140) تماس بگیرید.

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጀተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 1-804-628-1116 (መስማት ለተሳናቸው: 711 or 1-800-828-1140).

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-804-628-1116 (TTY: 711 or 1-800-828-1140).

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-804-628-1116 (ATS : 711 or 1-800-828-1140).

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-804-628-1116 (телетайп: 711 or 1-800-828-1140).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-804-628-1116 (TTY: 1-800-828-1140) पर कॉल करें।

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-804-628-1116 (TTY: 711 or 1-800-828-1140).

লক্ষ্য করুনঃ যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন ১-804-628-1116 (TTY: 711 or ১-804-828-1140)।

Dè ɖɛ nìà kɛ dyéɖé gbo: Ɔ jǔ ké m̀ [Ɓàsɔ́ɔ̀-wùɖù-po-nyɔ̀] jǔ ní, nìí, à wuɖu kà kò ɖò po-poɔ̀ ɓéìn m̀ gbo kpáa. Đá 1-804-628-1116 (TTY: 711 or 1-800-828-1140)

VCU Health™
Community Memorial Hospital