

# NONDISCRIMINATION POLICY

Mercy 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. Mercy Medical Center does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Mercy 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 languagesIf you need these services, contact **Patient Advocate**.

If you believe that Mercy 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 Advocate, 301 St. Paul Place, Baltimore, MD 21202, Phone: 410-659-2900**. You can file a grievance in person or by mail. If you need help filing a grievance, **Patient Advocate**, 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>.

## **English**

**ATTENTION:** If you speak English, language assistance services, free of charge, are available to you. Call 1-410-659-2900.

## **Spanish**

**ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-410-659-2900.

## **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 1-410-659-2900

## **Korean**

**주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-410-659-2900. 번으로 전화해 주십시오.

## **Vietnamese**

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-410-659-2900.

## **French**

**ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-410-659-2900.

## **Tagalog**

**PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-410-659-2900.

## **Russian**

**ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-410-659-2900.

## **Amharic**

**ማስታወሻ:** የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም አገልግሎት ድርጅቶች፣ በነጻ ሊያገለግሉት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-410-659-2900.

## **Kru (Bassa)**

**Dè dè nià ke dyédé gbo:** ɔ jũ ké m̄ [Bàsóò-wùdù-po-nyò] jũ ní, nií, à wuɖu kà kò dò po-poò b̄èin m̄ gbo kpáa. Dá 1-410-659-2900.

## **Ibo**

**Ige nti:** O buru na asu Ibo asusu, enyemaka diri gi site na call 1-410-659-2900.

## **Yoruba**

**AKIYESI:** Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi 1-410-659-2900.

## **Urdu**

**خبردار:** اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-410-659-2900

## **Persian (Farsi)**

**توجه:** اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم است. با 1-410-659-2900 می باشد.

## **French Creole**

**ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-410-659-2900.

## **Portuguese**

**ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-410-659-2900.