

DISCRIMINATION IS AGAINST THE LAW

Mercy Medical Center and all Catholic Health Services hospitals comply 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 languages

If you need these services, contact the Language Coordinator at (516) 705-1319. In the absence of the Language Coordinator, you may also contact the Civil Rights Coordinator at (516) 705-2375 for assistance.

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:

Director, Patient Relations
1000 N. Village Avenue
Rockville Center, NY 11571
Phone: (516) 705-1319
Fax Number: (516) 705-3356

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Director of the Patient Relations 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>.



**Catholic
Health Services**
of Long Island
At the heart of health

INTERPRETERS AVAILABLE

You have access to interpretation services 24/7 at no personal cost to you.
This chart includes languages commonly spoken in your community, additional languages are available.

English: Do you speak [language]? We will provide an interpreter at no personal cost to you.

Spanish ¿Habla español? Le proporcionaremos un intérprete sin costo alguno para usted.
Español

Korean 한국어를 사용하십니까?
한국어 무료로 통역 서비스를 제공해 드리겠습니다.

Bengali আপনি কি বাংলায় কথা বলেন?
বাংলা আমরা আপনাকে একজন দোভাষী (ইন্টারপ্রিটার) দেব যার জন্য আপনার ব্যক্তিগতভাবে অর্থব্যয় করতে হবে না।

Arabic هل تتحدث اللغة العربية؟ سوف نوفر لك مترجمًا فورًا بدون أي تكلفة عليك.
اللغة العربية

French Parlez-vous français ? Nous vous fournirons gratuitement un interprète.
Français

Russian Вы говорите по-русски? Мы абсолютно бесплатно предоставим вам переводчика.
Русский

Albanian Flisni shqip? Ne do t'ju sigurojm një përkthyes pa asnjë kosto personale për ju.
Shqip

Yiddish דו רעדסט אידיש? מיר וועלן צושטעלן א פארשפרעכער בחינם.
אידיש

Greek Μιλάτε ελληνικά; Θα σας παρέχουμε ένα διερμηνέα χωρίς καμία οικονομική επιβάρυνση για εσάς.
Ελληνικά

Polish Czy mówisz po polsku? Zapewnimy bezpłatną pomoc tłumacza.
Polski

Brazil-Portuguese Você fala português? Nós lhe forneceremos um interprete, sem nenhum custo adicional.
Português

Mandarin 您讲国语吗? 我们将免费为您提供翻译。
中文

Italian Parla italiano? Le forniremo gratuitamente un interprete.
Italiano

Tagalog Nakapagsasalita ka ba ng Tagalog? Magbibigay kami ng tagasalin nang wala kang personal na babayaran.
Tagalog

Cantonese 您講粵語嗎? 我們將免費為您提供翻譯。
粵語

Haitian Creole Èske ou pale Kreyòl Ayisyen? N ap ba ou yon entèprèt gratis.
Kreyòl Ayisyen

Farsi فارسی صحبت می کنید؟ یک مترجم شفاهی رایگان در اختیار شما قرار خواهیم داد.
فارسی

American Sign Language (ASL)

