

NOTICE OF NONDISCRIMINATION

Deaconess Regional Healthcare Services Illinois, Inc.(dba Deaconess Illinois Medical Center, Deaconess Illinois Crossroads, Deaconess Illinois Union County, Red Bud Regional Hospital and affiliated Rural Health Centers, hereafter referred to as “Deaconess Illinois”) complies with applicable federal civil rights laws and does not discriminate in the provision of services to an individual based on the individual’s race, color, national origin, age, disability, creed, religion, ethnicity, handicap, sex, gender identity, sexual orientation, source of payment (including Medicare, Medicaid and CHIP) or inability to pay.

Deaconess Illinois

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - o Qualified sign language interpreters
 - o 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:
 - o Qualified interpreters
 - o Information written in other languages

If you need these services, contact the front desk/receptionist in person or by calling the appropriate number below.

- Deaconess Illinois Crossroads: 618-244-5500
- Deaconess Illinois Crossroads Family Clinic Mt Vernon: 618-244-6222
- Deaconess Illinois Crossroads Family Clinic Wayne City: 618-244-6222
- Deaconess Illinois Medical Center: 618-998-7000
- Deaconess Illinois Union County: 618-833-4511 option 0
- Deaconess Illinois Union County Family Clinic: 618-833-2295
- Red Bud Health Clinic: 618-282-7373
- Red Bud Regional Hospital: 618-282-3831

If you believe Deaconess Illinois has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, creed, religion, ethnicity, handicap, sex, gender identity, sexual orientation, source of payment (including Medicare, Medicaid and CHIP), or inability to pay, you can file a grievance with:

Attn: Patient Relations
3333 West DeYoung Street, Marion, IL 62959
Phone: 618-998-7216 • Fax: 618-998-7449
TTY: 711 or IL Relay 800-526-0844 TTY Users or 800-526-0857 Voice Users (Hearing persons)
E-mail: DILPatientRelations@deaconess.com

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

If you have questions regarding Title VI of the Civil Rights Act of 1964, The Age Discrimination Act of 1975, and Section 504 of the Rehabilitation Act of 1973, contact Deaconess Illinois Compliance at 618-998-4362.

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 OCR Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>, by email at OCRComplaint@hhs.gov or by mail at:

Attn: Centralized Case Management Operations
U.S. Department of Health and Human Services
200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201
Complaint forms are available at www.hhs.gov/sites/default/files/ocr-cr-complaint-form-package.pdf

INTERPRETERS AVAILABLE

You have access to interpretation services 24/7 at no personal cost to you. This chart includes languages commonly spoken. Additional languages are available.

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

Amharic አማርኛ	አማርኛ ይናገሩሉ? እርስዎ በግልጽ ምንም ወጪ ሳያወጡ እስተርጓሚ እናቀርባለን።	您讲普通话吗? 我们将免费为您提供翻译。	Mandarin 中文
Arabic اللغة العربية	هل تتحدث اللغة العربية؟ سوف نوفر لك مترجم فوراً من دون أي تكلفة عليك.	के तपाईं नेपाली बोल्नुहुन्छ? हामी तपाईंका लागि कुनै व्यक्तिगत खर्च बिना एकजना दोभाषे उपलब्ध गराउने छौं।	Nepali नेपाली
Bengali বাংলা	আপনি কি বাংলায় কথা বলেন? আমরা আপনাকে একজন দোভাষী (ইন্টারপ্রিটার) দেব যার জন্য আপনার ব্যক্তিগতভাবে অর্থব্যয় করতে হবে না।	Czy mówisz po polsku? Zapewnimy bezpłatną pomoc tłumacza.	Polish Polski
Brazil-Portuguese Português	Você fala português? Nós lhe forneceremos um intérprete, sem nenhum custo adicional.	ਕੀ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ? ਅਸੀਂ ਤੁਹਾਡੇ ਲਈ ਬਿਨਾਂ ਕਿਸੇ ਨਿੱਜੀ ਲਾਗਤ ਦੇ ਇੱਕ ਦੁਭਾਸ਼ੀਆ ਉਪਲਬਧ ਕਰਾਂਗੇ।	Punjabi ਪੰਜਾਬੀ
Burmese မြန်မာ	သင် မြန်မာစကား ပြောပါသလား။ သင့်အတွက် ကုန်ကျစရိတ် မရှိစေဘဲ စကားပြန်တစ်ဦး ကျွန်ုပ်တို့ ပေးပါမည်။	Вы говорите по-русски? Мы абсолютно бесплатно предоставим вам переводчика.	Russian Русский
Cantonese 粵語	你講唔講粵語? 我哋將免費為你提供翻譯。	Maku hadashaa Af Soomaali? Waxaan kuu heli karnaa tujumaan oo bilaash kuu ah.	Somali Af Soomaali
Farsi فارسی	فارسی صحبت می کنید؟ یک مترجم شفاهی رایگان در اختیار شما قرار خواهیم داد.	¿Habla español? Le proporcionaremos un intérprete sin costo alguno para usted.	Spanish Español
French Français	Parlez-vous français ? Nous vous fournirons gratuitement un interprète.	Je, unazungumza Kiswahili? Tutakupa mkalimani bila malipo yoyote.	Swahili Kiswahili
Haitian Creole Kreyòl Ayisyen	Èske ou pale Kreyòl Ayisyen? N ap ba ou yon entèprèt gratis.	Quý vị nói được tiếng Việt không? Chúng tôi sẽ cung cấp một thông dịch viên miễn phí cho quý vị.	Vietnamese Tiếng Việt
Korean 한국어	한국어를 사용하십니까? 무료로 통역 서비스를 제공해 드리겠습니다.	American Sign Language (ASL)	



Language Services

Español (Spanish) ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-812-450-3435 (TTY: 1-812-450-4900).

繁體中文 (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 1-812-450-3435 (TTY : 1-812-450-4900)。

Deutsch (German) ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-812-450-3435 (TTY: 1-812-450-4900).

Deutsch (Pennsylvania Dutch) Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-812-450-3435 (TTY: 1-812-450-4900).



(Burmese)

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက်
စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-812-450-3435 (TTY: 1-812-450-4900) သို့ ခေါ်ဆိုပါ။

العربية (Arabic) (رقم) 812-450-5000 (TTY 812-450-4900)

ملحوظة: إذا كنت تتحدث انكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم
هاتف الصم والبكم 1-812-450-3435 (TTY 1-812-450-4900).

한국어 (Korean) 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-812-450-3435 (TTY: 1-812-450-4900)번으로 전화해 주십시오.

Tiếng Việt (Vietnamese) CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-812-450-3435 (TTY: 1-812-450-4900).

Français (French) ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-812-450-3435 (ATS : 1-812-450-4900).

日本語 (Japanese) 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-812-450-3435 (TTY: 1-812-450-4900) まで、お電話にてご連絡ください。

Nederlands (Dutch) AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 1-812-450-3435 (TTY: 1-812-450-4900).

Tagalog (Tagalog – Filipino) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-812-450-3435 (TTY: 1-812-450-4900).

Русский (Russian) ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-812-450-3435 (телетайп: 1-812-450-4900).

ਪੰਜਾਬੀ (Punjabi) ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-812-450-3435 (TTY: 1-812-450-4900) 'ਤੇ ਕਾਲ ਕਰੋ।

हिंदी (Hindi) ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-812-450-3435 (TTY: 1-812-450-4900) पर कॉल करें।

Srpsko-hrvatski (Serbo-Croatian) OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-812-450-3435 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 1-812-450-4900).

नेपाली (Nepali)

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू निःशुल्क रूपमा उपलब्ध छ। फोन गर्नुहोस् 1-812-450-3435 (टिटिवाड्: 1-812-450-4900)।

Oroomiffa (Oromo - Cushite) XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-812-450-3435 (TTY: 1-812-450-4900).

Tagalog (Tagalog – Filipino) PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-812-450-3435 (TTY: 1-812-450-4900).

Ikirundi (Bantu – Kirundi) ICITONDERWA: Nimba uvuga Ikirundi, uzohabwa serivisi zo gufasha mu ndimi, ku buntu. Woterefona 1-812-450-3435 (TTY: 1-812-450-4900).

Polish UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-812-450-2678 (TTY: 1-812-450-4900).

Gujarati સયુ ના: જો તમે ગજુ રાતી બોલતા હો, તો નન:શલ્કુ ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-812-450-2678 (TTY: 1-812-450-4900)

Urdu کال کریں - اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ 1-812-450-2678 خبردار: (TTY: 1-812-450-4900).

Italian ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-812-450-2678 (TTY: 1-812-450-4900)

Greek ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-812-450-2678 (TTY: 1-812-450-4900)