

NOTICE OF NON-DISCRIMINATION

Baylor Scott & White Health (“BSWH”) complies with applicable civil rights laws and does not discriminate, exclude, or otherwise treat individuals differently on the basis of race, ethnicity, color, national origin (including limited English proficiency and primary language), religion, sex, disability, veteran status, age, genetic information, sexual orientation, gender identity, sex characteristics (including intersex traits), pregnancy or related conditions, sex stereotypes, or any other protected characteristic under applicable law.

Notice of Program Accessibility

BSWH and all of its programs and activities are accessible to and useable by disabled persons, including persons who are deaf, hard of hearing, or blind, or who have other sensory impairments. BSWH provides reasonable modifications and certain free auxiliary aids and services, including qualified interpreters for individuals with disabilities and information in alternative formats, such as braille or large print, free of charge and in a timely manner, to people with disabilities when such modifications, aids, and services are necessary to access BSWH and to communicate effectively with BSWH.

BSWH provides free language assistance services, including electronic and written translated documents and oral interpretation, free of charge and in a timely manner, to people with limited English proficiency or whose primary language is not English, when such services are a reasonable step to provide meaningful access to BSWH and to communicate effectively with BSWH.

If you require any of these auxiliary aids or services listed above please let the receptionist or your nurse know.

Questions or Grievance Procedure

In case of additional questions or need for these services or if you believe BSWH has failed to provide these services or discriminated in another way, you may contact or you may file a grievance with:

Contact Person/ Coordinator: Vice President, Patient Relations
Telephone Number: 254-724-3035
Texas State Relay: 7-1-1 or 1-800-735-2989

Additionally, BSWH may provide assistance to you with filing a grievance.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically, or by mail or phone at:

Electronically: OCR Portal, <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Telephone Number: 800-868-1019 800-537-7697 (TDD)

Address: 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

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

Español (Spanish) - ATENCIÓN: Si usted habla español, su centro BSWH ofrece, sin cargo, servicios de asistencia en idiomas a pedido.

Tiếng Việt (Vietnamese) - CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn khi có yêu cầu tại cơ sở BSWH của bạn.

繁體中文(Chinese) - 注意: 如果您講中文，只要您向所在的BSWH機構提出要求，即可免費獲得語言援助服務。

한국어 (Korean) - 주의: 귀하가 한국어를 사용하실 경우, 언어지원 서비스는 요청에 따라 귀하의 BSWH 시설에서 무료 이용이 가능합니다.

(Arabic) - اللغوية المساعدة خدمات فإن العربية اللغة تتحدث كنت إذا ملحوظة منشأة لدى طلبك حسب لك تتوافر المجانية BSWH معها تتعامل التي العربية

اردو (Urdu) کی معاونت کی زبان تو ہیں بولتے اردو آپ اگر کریں نوٹ BSWH دستیاب مفت لئے کے آپ پر کرنے درخواست میں سہولت کریں۔ کال ہیں۔ کی آپ خدمات

Tagalog (Tagalog – Filipino)- ABISO: Kung ang wika mo ay Tagalog/ Pilipino, maaari kang humingi ng libreng tulong at serbisyo ng pananalita mula sa opisina ng BSWH.

Français (French) - ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement sur demande auprès de votre centre BSWH.

हिंदी (Hindi) - ध्यान दें: यदि आप हिंदी बोलते हैं, तो भाषा सहायता सेवाएं आपको BSWH सुविधा में अनुरोध करने पर आपके लिए मुफ्त उपलब्ध होंगी।

فارسی (Farsi) - کمک خدمات، کنید می صحبت فارسی زبان به اگر: توجه از درخواست مبنای بر و رایگان صورت به، زبانی BSWH دسترس در، نان هستند شما مرکز

Deutsch (German) - ACHTUNG: Falls Sie Deutsch sprechen, stehen Ihnen bei Ihrer BSWH Einrichtung auf Nachfrage kostenlose sprachliche Hilfsdienstleistungen zur Verfügung.

ગુજરાતી (Gujarati) - ધ્યાન આપો: જો તમારું ભાષા ગુજરાતી હોય તો તમારા BSWH સુવિધા ખાતે તમારું વિનિત થી તમારા માટે નિ:શુલ્ક ભાષા સહાય સેવાઓ ઉપલબ્ધ છે

Русский (Russian) - ВНИМАНИЕ: Если вы говорите на русском языке, то в BSWH вам доступны бесплатные услуги перевода.

日本語(Japanese) - 注意事項 : 日本語を話される場合、無料の言語支援サービスをご利用いただけます。ご利用のBSWH施設にてこのサービスを希望する旨お申し出ください。

ພາສາລາວ (Lao) - ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີຮັບອາໄສໃຫ້ທ່ານ. ຕາມຄໍາຮ້ອງຂໍຢູ່ສະຖານທີ່ ດ້ານ BSWHຂອງທ່ານ.