

# Nondiscrimination & Accessibility Notice

Ascension caregivers provide compassionate, personalized care for all, especially those who need it most. We treat our patients through person-centered care that respects, includes, connects and engages every patient we serve. So what does that commitment really mean?

- We take time to listen to our patients and provide care that is personal and specific to their mind, body, spiritual and emotional health needs.
- We treat our patients with respect and compassion, and communicate with them in a way they can understand.
- We establish compassionate, enduring connections with our patients and their families.
- We engage our patients in collaborative decision making and communicate their health options in an open and transparent way.
- We focus on helping our patients live the best quality of life possible, which includes understanding their wishes and respecting their human dignity – a core of Catholic healthcare.

## Discrimination is Against the Law

Ascension complies with applicable Federal civil rights laws and does not discriminate on the basis of race, creed, color, national origin, ancestry, religion, sex, sexual orientation, marital status, age, newborn status, handicap, ethnicity, culture, language, physical or mental disability, socioeconomic status, gender identity or expression or source of payment”

Ascension does not exclude people or treat them differently because of race, creed, color, national origin, ancestry, religion, sex, sexual orientation, marital status, age, newborn status, handicap, ethnicity, culture, language, physical or mental disability, socioeconomic status, gender identity or expression or source of payment.

Ascension provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters; and
- Written information in other formats (large print, audio, accessible electronic formats and other formats)

Ascension provides free language services to people whose primary language is not English, such as:

- Qualified interpreters; and

- Information written in other languages

If you need these services, please discuss this with your care manager.

If you believe that Ascension 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:

## Compliance Officer

Ascension Care Management

P.O. Box 58245

Nashville, TN 37205

Email: [acmcorpresp@Ascension.org](mailto:acmcorpresp@Ascension.org)

You may file a grievance by mail or email. If you need help filing a grievance, the Compliance Officer 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 online at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf> or by mail or phone at:

## U.S. Department of Health and Human Services

200 Independence Avenue SW

Room 509F, HHH Building

Washington, DC 20201

[1-800-368-1019](tel:1-800-368-1019), [800-537-7697](tel:800-537-7697) (TDD)

## Complaint forms are available at:

<https://www.hhs.gov/civil-rights/filing-a-complaint/index.html>

**Spanish Español:**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-288-6747.

**German Deutsch:**

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-288-6747

**Japanese 日本語:**

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。1-855-288-6747 まで、お電話にてご連絡ください。

**French Français:**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-288-6747

**Croatian:**

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-855-288-6747

**Vietnamese:**

Tiếng Việt CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-885-288-6747

**Arabic:**

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم

**Russian Русский:**

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-885-288-6747

**Filipino Tagalog:**

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-885-288-6747

**Italian Italiano:**

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-885-288-6747.

**Pennsylvania Dutch:**

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helfft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-885-288-6747

**Haitian Creole Kreyòl Ayisyen:**

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-885-288-6747

**Hindi:**

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-885-288-6747

**Telugu:**

శ్రద్ధ పెట్టండి: ఒకవేళ మీరు తెలుగు భాష మాట్లాడుతున్నట్లయితే, మీ కొరకు తెలుగు భాషా సహాయక సేవలు ఉచితంగా లభిస్తాయి. 1-885-288-6747 కు కాల్ చేయండి.

**Urdu:**

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-885-288-6747

**Hmong:**

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-885-288-6747

**Chinese:**

中文 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 1-885-288-6747

**Greek ελληνικά:**

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-885-288-6747

**Hebrew:**

1-885-288-6747 מדיארוק. הל מינימז מניה, מולשת אלל, עויס יתוריש הפה, תירבע רבוד התא מא: בל ומיש עברית

**Korean 언어:**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-885-288-6747 번으로 전화해 주십시오.

**Portuguese Português:**

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-885-288-6747

**Polish Polski:**

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-885-288-6747

**Thai ไทย:**

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-885-288-6747