

Madison Parish Hospital and Madison Parish Hospital Rural Health Clinic Non-Discrimination Policy

Discrimination is Against the Law

Madison Parish Hospital and Madison Parish Hospital Rural Health Clinic (RHC) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, gender identity, or sexual orientation.

Madison Parish Hospital and Madison Parish Hospital Rural Health Clinic does not exclude people or treat them differently because of race, color, national origin, age, disability, gender identity, or sexual orientation.

Madison Parish Hospital and Madison Parish Hospital Rural Health Clinic:

• **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, please inform one of our staff members or contact the Compliance Officer at 318-651-5601 for the hospital or the RHC Office Manager at 318-574-5080.

If you believe that Madison Parish Hospital or Madison Parish Hospital Rural Health Clinic has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, gender identity, or sexual orientation, you can file a grievance with:

Elisha Thomas, Patient Advocate
900 Johnson Street
Tallulah, LA, 71282
Phone: 318-651-5617 Fax: 318-327-3690
Email: ethomas@madisonparishhospital.com.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Elisha 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
Phone: 1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Interpretation Services

Madison Parish Hospital and Madison Parish Hospital Rural Health Clinic will provide interpretation services for in need of communication assistance at no cost. Please notify one of our staff members if you require these services.

English: ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-318-651-5601.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-318-651-5601.

French: ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-318-651-5601.

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-318-651-5601.

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 1-318-651-5601.

Arabic: ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-318-651-5601.

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-318-651-5601.

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-318-651-5601.

Portuguese: ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-318-651-5601.

Laotian: ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຍຄ່າ, ແມ່ນມີຮ່ວມໃຫ້ທ່ານ. ໂທ 1-318-651-5601.

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。1-318-651-5601.

Urdu: خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال 1-318-651-5601.

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-318-651-5601.

Persian (Farsi): توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما بگنجد. تماس 1-318-651-5601.

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-318-651-5601.

Thai: เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-318-651-5601

