



In accordance with the provisions of Title VI of the Civil Rights Act of 1964, section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Section 1557 of the Affordable Care Act and the Regulations of the U.S. Department of Health and Human Services issued pursuant to those statutes, BSA Hospital, LLC complies with the applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, gender or sexual orientation. BSA Hospital does not exclude people or treat them differently because of race, color, national origin, age, disability, gender or sexual orientation.

BSA Hospital LLC d/b/a Baptist St. Anthony's Hospital

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - A twenty-four hour (24) telecommunication device (TTY/TDD) which can connect the caller to all extensions within the facility and/or portable (TTY/TDD) units
  - Flash cards, alphabet boards and other communication boards
  - Assistive devices for person with impaired manual skills
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages
- Provides convenient off-street parking designated specifically for disabled persons.
- Provides Curb cuts and ramps between parking areas and buildings
- Fully accessible office, meeting rooms, bathrooms, public waiting areas, cafeteria, patient treatment areas, including examining rooms and patient wards.
- Provides level access into the first floor level with elevator access to other floors

If you need any services or aids listed above, please let the receptionist or your nurse know.

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

BSA Hospital Section 504/1557 Coordinator/Compliance Officer

1600 Wallace Blvd, Amarillo, Texas 79106

Phone 806-212-2000

State Relay Number: 711 or Texas state Relay Service at (800)735-2988 [voice] or (800)735-2989 [TTY]

If you need help filing a grievance, BSA Hospital Section 504/1557 Coordinator 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: 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)

January 2019

## Language Assistance Services

SPANISH	ATENCIÓN: Si habla español, se encuentran disponibles servicios gratuitos de asistencia lingüística para usted. Comuníquese con el personal de recepción.
BURMESE	သတိပြုရန်- သင်သည် မြန်မာဘာသာဖြင့်ပြောဆိုပါက၊ ဘာသာစကားအထောက်အကူဝန်ဆောင်မှုများကို အခမဲ့ဖြင့် သင့်အတွက်ရရှိနိုင်ပါသည်။ ကျေးဇူးပြုပြီး စည်းကြပ်ပြောနမူနာထမ်းကိုဆက်သွယ်ပါ။
SWAHILI	TANGAZO: Ikiwa unazungumza Kiswahili, huduma za usaidizi wa lugha bila malipo zinapatikana kwa ajili yako. Tafadhali wasiliana na wafanyakazi katika sehemu ya mapokezi.
KAREN	တီရိုနို- နမူနာထမ်း ကွေးလီ၊ နေ့စဉ် နှင့်၊ တစ်စုံတစ်ရာစာလုံးစဉ်၊ လာဆီလီ၊ အိုင်ပင်လားနီလီလီ၊ ဝေးစုလေးကျီးတင့်ပု၊ သင်္ကန်းတင့် နှင့်တော့နီ.
KIRUNDI	ICO KWITONDERA: Namba uvuga Ikirundi, serivisi z'ugufasha mu biraba indimi, k'ubuntu, ziragutegekanirijwe. Utegerezwa kubaza abajejwe uburongozi.
CROATIAN	PAŽNJA: Ako govorite hrvatski, dostupne su vam besplatne usluge jezične pomoći. Obratite se osoblju na recepciji.
AMHARIC (Ethiopia)	ማሳሰቢያ፡- አማርኛ ቋንቋን የሚናገሩ ከሆኑ ያለምንም ክፍያ የቋንቋ ድጋፍ እንልግሎት በነፃ ያገኛሉ። እባክዎ የእንግሊዝ ተቀባይ ክፍል ሃላፊውን ያግኙ።
FARSI	توجه: چنانچه زبان شما فارسی است، می‌توانید به صورت رایگان از خدمات کمک زبانی ما بهره‌مند شوید. لطفاً یا کارکنان پذیرش تماس بگیرید.
LAOTIAN	ໂປດຊາບ: ຖ້າທ່ານເວົ້າພາສາລາວ, ການບໍ່ລິການຊ່ວຍເຫຼືອ ອັດຕະນາພາສາທັງ ' ບໍ່ ' ລາວ ' າແມ່ນ ມີ ພ້ອມ ທີ່ ທ່ານ. ກະລຸນາ ຕິດຕໍ່ ພະນັກງານຕໍ່ອຸປະກອນ.
SOMALI	OGEYSIIS: Haddii aad ku hadashid Soomaali, adeegyada caawinta luqadda, oo bilaash ah, waa lagu heli karaa. Fadlan la xiriir shaqaalaha miiska hore.
VIETNAMESE	LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi sẽ cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí cho bạn. Vui lòng liên hệ nhân viên bộ phận lễ tân.
CHINESE	注意: 如果您讲中文, 我们可以为您提供免费语言协助服务。请联系前台工作人员。
KOREAN	안내: 한국어 통역 지원 서비스를 무료로 제공해 드리고 있습니다. 필요하실 경우, 안내 데스크 직원에게 문의하시기 바랍니다.
ARABIC	ملحوظة: إذا كنت تتحدث اللغة العربية، تتوفر لك خدمات المساعدة اللغوية بالمجان، برجاء الاتصال بموظف مكتب الاستقبال.
URDU	دھیان دیں: اگر آپ اردو بولتے ہیں تو، آپ کے لیے زبان کی مدد کی خدمات، بلا معاوضہ، دستیاب ہیں۔ براہ کرم فرنٹ ڈیسک کے اہلکار سے رابطہ کریں۔