

Nondiscrimination and Accessibility for Springfield Clinic Patients Per ACA Section 1557

Springfield Clinic complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Springfield Clinic does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Each department of Springfield Clinic is equipped to meet the accessibility needs of patients with mobility disabilities. If you need accommodations because you use a wheelchair or other mobility assistive device, please be sure to inform the receptionist when you call for an appointment with your primary care physician, specialty care physician, or those providers in testing, such as radiology or mammography. If our staff makes your appointment for you, there is no need for you to call as this information will be provided by our staff.

Springfield 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
- TTY: 1.866.548.4655

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

- Qualified interpreters
- Two dedicated language lines
Spanish: 1.855.226.1738
French: 1.866.802.3558

If you need these services, please contact Interpreter Services at 217.528.7541 ext. 43024 during normal business hours.

If you believe that Springfield Clinic 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:

Director of Privacy & Information Security

1025 South 6th Street, Springfield, IL 62794

Phone: 217.528.7541 ext. 14818

Fax: 217.522.2444

You can file a grievance in person, by mail or fax. If you need help filing a grievance, the Director of Privacy & Information Security is available to help.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights (OCR), electronically through the OCR Complaint Portal, 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 | **TDD:** 800.537.7697

Complaint Portal: ocrportal.hhs.gov/ocr/portal/lobby.jsf

Complaint forms are available at:

www.hhs.gov/ocr/office/file/index.html

Get Help in Other Languages

ATTENTION: If you speak any language other than English, language assistance services, free of charge, are available to you. Call 217.528.7541.

ATENCIÓN: Si usted habla cualquier idioma distinto del inglés, servicios de asistencia de idioma, de forma gratuita, están disponibles para usted. Llamar al 217.528.7541.

UWAGI: Jeśli dowolnego języka innego niż angielski, język pomocy usług, za darmo, są dostępne dla Ciebie. Wywołanie 217.528.7541.

注意: 如果你說任何英語以外的語言，語言援助服務，免費的是可供您使用。調用 217.528.7541。

주의: 영어 이외의 어떤 언어를 구사 언어 지원 서비스를 무료로 사용할 수 있습니다 당신에 계. 217.528.7541 전화

makinig: kung ka magsalita ng mga wika sa wikang ingles, wika tulong paglilingkod, libreng sa katungkulan, ay magagamit sa inyo. tawagan 217.528.7541.

خدمات، اللغة الإنكليزية اللغة غير لغة أي تتحدث كنت إذا: تنبيهه
217.528.7541. لك تتوفر مجاناً، اللغوية المساعدة

ВНИМАНИЕ: Если вы говорить на любом языке, кроме английского, переводческие услуги, бесплатно, доступны для вас. Звоните 217.528.7541.

ધ્યાન: તમે કોઈપણ ઇંગલેશિ કરતાં અન્ય ભાષા બોલે છે, તો ભાષા સહાય સેવાઓ, મફત, તમારા માટે ઉપલબ્ધ છે. કોલ 217.528.7541

زبان، بیس بولتے زبان بھی کسی علاوہ کے انگریزی آپ اگر: توجه
217.528.7541. بیس دستیاب کو آپ مفت، خدمات معاونت

Chú ý: Nếu bạn nói bất kỳ ngôn ngữ khác ngoài tiếng Anh, Dịch vụ hỗ trợ ngôn ngữ, miễn phí, có sẵn cho bạn. Gọi 217.528.7541.

ATTENZIONE: Se si parla di qualsiasi lingua diversa dall'inglese, servizi di assistenza di lingua, gratuitamente, sono a vostra disposizione. Chiamare 217.528.7541.

ध्यान दें: यदि आप अंग्रेजी के अलावा दूसरी किसी भी भाषा में बात, भाषा सहायता सेवाओं, नः शुल्क, आप के लिए उपलब्ध है। 217.528.7541 कॉल.

ATTENTION: Si vous parlez une autre langue que l'anglais, langue assistance, des services gratuits, sont à votre disposition. Appelez 217.528.7541.

ΠΡΟΣΟΧΗ: Αν μιλάτε για οποιαδήποτε γλώσσα εκτός της αγγλικής, γλωσσικές υπηρεσίες συνδρομής, δωρεάν, είναι διαθέσιμα σε εσάς. Καλέστε 217.528.7541.

ACHTUNG: Wenn Sie eine andere Sprache als Englisch sprechen, sind Sprache Assistance-Leistungen, unentgeltlich zur Verfügung. Rufen Sie 217.528.7541.