

Patient Nondiscrimination in Health Care Services

Affordable Care Act Section 1557

AdventHealth complies with all applicable federal civil rights laws, including Section 1557 of the Affordable Care Act (Section 1557). AdventHealth does not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability or sex (consistent with the scope of sex discrimination described in 45 CFR § 92.101(a)(2)).

In compliance with Section 1557 and other federal civil rights laws, we provide individuals the following in a timely manner and free of charge:

Language assistance services. AdventHealth will provide language assistance services for individuals with limited English proficiency (including individuals' companions with limited English proficiency) to ensure meaningful access to our programs, activities, services, and other benefits. Please notify your provider of language assistance service requests when scheduling your appointment to ensure we have the appropriate resources available when you arrive. Language assistance services may include:

- Electronic and written translated documents
- Qualified interpreters
- Qualified bilingual/multilingual staff

Appropriate auxiliary aids and services. AdventHealth will provide appropriate auxiliary aids and services for individuals with disabilities (including individuals' companions with disabilities) to ensure effective communication. Appropriate auxiliary aids and services may include:

- Qualified interpreters, including American Sign Language interpreters
- Video remote interpreting
- Information in alternate formats (including but not limited to large print, recorded audio and accessible electronic formats)

Reasonable modifications. AdventHealth will provide reasonable modifications for qualified individuals with disabilities when necessary, to ensure accessibility and equal opportunity to participate in our programs, activities, services or other benefits. To learn more about your rights as a patient, please refer to AdventHealth's Patient Rights and Responsibilities and this notice.

For additional assistance, you may also contact your provider's scheduling team or AdventHealth at 1-800-609-5964 (TTY: 711) or email PatientNondiscrimination@AdventHealth.com.

If you believe AdventHealth has failed to provide these services or has discriminated in another way on the basis of race, color, national origin, sex, age or disability, you can:

1. File a grievance with AdventHealth Section 1557 Coordinator. Please call 1-800-611-4208 (TTY: 711) or email PatientNondiscrimination@AdventHealth.com.
2. File a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

Electronically: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

Via mail: U.S. Department of Health & Human Services
200 Independence Avenue, S.W. – 509F
Washington, D.C. 20201

To access this notice in additional languages, please visit <https://www.adventhealth.com/legal/patient-nondiscrimination> or scan the QR code.



The statements below direct people whose primary language is not English to translation assistance.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-800-609-5964 (TTY: 711) o hable con su proveedor.

注意: 如果您說中文，我們將免費為您提供語言協助服務。我們還免費提供適當的輔助工具和服務，以無障礙格式提供信息。致電 1-800-609-5964 (文本電話：711) 或諮詢您的服務提供商。

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các dịch vụ và phương tiện hỗ trợ bổ sung phù hợp để cung cấp thông tin bằng định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-800-609-5964 (Người khuyết tật: 711) hoặc trao đổi với người cung cấp dịch vụ của bạn.

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd aladispozisyon w gratis pou lang ou pale a. Ed ak sèvis siplemantè apwopriye pou bay enfòmasyon nan foma aksesib yo disponib gratis tou. Rele nan 1-800-609-5964 (TTY: 711) oswa pale avèk founisè w la.

주의: 한국어 를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-800-609-5964 (TTY: 711) 번으로 전화하거나 서비스 제공업체에 문의하십시오.

UWAGA: Osoby mówiące po polsku mogą skorzystać z bezpłatnej pomocy językowej. Dodatkowe pomoce i usługi zapewniające informacje w dostępnych formatach są również dostępne bezpłatnie. Zadzwoń pod numer 1-800-609-5964 (TTY: 711) lub porozmawiaj ze swoim dostawcą.

تنبيه: إذا كنت تتحدث اللغة العربية، فستوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتقديم المعلومات بطرق سيّمل استخدامها مجاناً. اتصل على الرقم (711) 1-800-609-5964 وتحدث مع مقدم الخدمة الخاص بك.

ВНИМАНИЕ: если вы говорите на русском языке, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-800-609-5964 (TTY: 711) или обратитесь к своему поставщику услуг.

ATENÇÃO: Se você fala português, serviços gratuitos de assistência linguística estão disponíveis para você. Recursos e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para 1-800-609-5964 (TTY: 711) ou fale com seu provedor.

À NOTER: Si vous parlez français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le TTY: 1-800-609-5964 (TTY: 711) ou parlez à votre prestataire.

PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyo ng tulong sa wika. Magagamit din nang libre ang mga naaangkop na karagdagang tulong at serbisyo upang makapagbigay ng impormasyon sa mga naa-access na format. Tumawag sa 1-800-609-5964 (TTY: 711) o makipag-usap sa iyong provider.

ध्यान दिनुहोस्: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि भाषासम्बन्धी नि:शुल्क सहायता सेवाहरू उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायता र सेवाहरू पनि नि:शुल्क उपलब्ध छन्। 1-800-609-5964 (TTY: 711) मा फोन गर्नुहोस् वा आफ्नो प्रदायकसँग कुराकानी गर्नुहोस्।

ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपके लिए नि:शुल्क भाषा सहायता सेवाएँ उपलब्ध हैं। सुलभ प्रारूपों में जानकारी प्रदान करने के लिए उपयुक्त सहायक साधन और सेवाएँ भी नि:शुल्क उपलब्ध हैं। 1-800-609-5964 (TTY: 711) पर कॉल करें या अपने प्रदाता से बात करें।

注: 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。アクセシブル (誰もが利用できるよう配慮された) な形式で情報を提供するための適切な補助支援やサービスも無料でご利用いただけます。1-800-609-5964 (TTY: 711) までお電話ください。または、ご利用の事業者にご相談ください。

ध्यान आपो: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઓફિસિલી સહાય અને ઓફિસિલિબલ શેમેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિનામૂલ્યે ઉપલબ્ધ છે. 1-800-609-5964 (TTY: 711) પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.

ማሳሰቢያ: ለማርቅ የሚናገሩ ሰዎች የቅንብ ድጋፍ አገልግሎቶች በነፃ ይቀርቡልዎታል። መረጃን በተደራገጥ ቅርጽ ለማግኘት ተጨማሪ አገልግሎቶች አገልግሎት ለነፃ ይገኛሉ። በስልክ ቁጥር 1-800-609-5964 (TTY: 711) ይደውሉ ወይም የአገልግሎት አቅራቢዎን ያነጋግሩ።

УВАГА: якщо ви розмовляєте українською мовою, вам доступні безкоштовні мовні послуги. Відповідні допоміжні засоби та послуги для надання інформації у доступних форматах також доступні безкоштовно. Зателефонуйте за номером 1-800-609-5964 (TTY: 711) або зверніться до свого постачальника.

