



Non-Discrimination Statement

Mercy Iowa City complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Mercy Iowa City does not exclude people or treat them differently because of race, color, religion, national origin, age, disability, sex or gender identity including sex stereotyping.

Mercy Iowa City provides services as free languages services to people whose primary language for health care is not English. Qualified language interpreter services are available.

Mercy Iowa City provides free aids and services to people with disabilities to communicate effectively. Qualified sign language interpreter services are available.

Mercy Iowa City will work to provide written information in other formats (larger print, audio accessible electronic formats) and other languages.

If you need these services, our staff can assist in obtaining them. Please speak with staff caring for you, the Nurse Manager, or Nursing Director. You may also contact Sarah Schoner the Section 1557 Coordinator.

If you feel that Mercy Iowa City has failed to provide these services or discriminated in another way on the basis of race, color, religion, national origin, age, disability, sex, or gender identity, including sexual stereotyping you can file a grievance with:

Sarah Schoner, Section 1557 Coordinator
Mercy Hospital
500 East Market Street
Iowa City, Iowa 52245
Phone: 319-339-3946
Fax: 319-887-2918
Email: Sarah.schoner@mercyic.org

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance contact Sarah Schoner, the Nurse Manager or Nursing Director.

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
1-800-368-1019, 800-537-7697(TDD)

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

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

Llame al 1-319-339-0300 (TTY: 1-319-339-3789).

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 1-319-339-0300（TTY：1-319-339-3789）。

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-319-339-0300 (TTY: 1-319-339-3789).

Serbo-Croatian

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-319-339-0300 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 1-319-339-3789).

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-319-339-0300 (TTY: 1-319-339-3789).

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-319-339-0300 (رقم هاتف الصم والبكم: 1-319-339-3789).

Laotian

ໂບດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີ
ພ້ອມໃຫ້ທ່ານ. ໂທ 1-319-339-0300 (TTY: 1-319-339-3789).

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-319-339-0300 (TTY: 1-319-339-3789)번으로 전화해 주십시오.

Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-319-339-0300 (TTY: 1-319-339-3789) पर कॉल करें।

French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-319-339-0300 (ATS : 1-319-339-3789)

Swahili

KUMBUKA: Ikiwa unazungumza Kiswahili, unaweza kupata, huduma za lugha, bila malipo. Piga simu 1-319-339-0300 (TTY: 1-319-339-3789)..

Thai

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-319-339-0300 (TTY: 1-319-339-3789).

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-319-339-0300 (TTY: 1-319-339-3789).

Karen

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AusdmtCd<AerRM>Ausdmtw>rRpXRvXAwvXmbl.vXmphRAeDwrHRb.ohM. vDRIAud; 1-319-339-0300 (TTY: 1-319-339-3789).

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-319-339-0300 (телетайп: 1-319-339-3789).

11/2016

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