

## MADISON MEDICAL CENTER

### Non-Discrimination Policy

Madison Medical Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, religion, national origin, age, disability, sex, sexual orientation, or gender identity. Madison Medical Center does not exclude people or treat them differently because of race, color, religion, national origin, age, disability, sex, sexual orientation, gender identity, or the individual's inability to pay.

Madison Medical Center:

- 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, contact Jennifer Penuel, COO.

No one will be denied access to services due to inability to pay; and there is a discounted / sliding fee schedule available based on family size and verified income.

If you believe that Madison Medical Center has failed to provide these services or discriminated in another way on the basis race, color, religion, national origin, age, disability,

sex, sexual orientation, gender identity, or inability to pay, you can file a grievance with: Jennifer Penuel, COO, 611 West Main Street, Fredericktown, MO 63645, 1-573-783-3341, Fax 1-573-783-1096, [jpenuel@madisonmedicalcenter.net](mailto:jpenuel@madisonmedicalcenter.net). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Jennifer Penuel, COO, 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

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

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

(Language Line Solutions: 1-800-752-6096)

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-752-6096 (TTY: 1-800-752-6096).

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 1-800-752-6096（TTY：1-800-752-6096）。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi 1-800-752-6096 (TTY: 1-800-752-6096).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-752-6096 (TTY: 1-800-752-6096)번으로 전화해 주십시오.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-1-800-752-6096 (телетайп: 1-800-752-6096).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-752-6096 (رقم هاتف الصم والبكم: 1-800-752-6096)

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-752-6096 (ATS : 1-800-752-6096).

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-752-6096 (TTY: 1-800-752-6096).

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-752-6096 (TTY: 1-800-752-6096).

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با (TTY: 1-800-752-6096) 1-800-752-6096 تماس بگیرید.

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-752-6096 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 1-800-752-6096).

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል።

ወደ ሚከተለው ቁጥር ይደውሉ 1-800-752-6096 (መስማት ለተሳናቸው: 1-800-752-6096).

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kannst du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-800-752-6096 (TTY: 1-800-752-6096).

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-752-6096 (TTY: 1-800-752-6096).

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-752-6096 (TTY: 1-800-752-6096).