

## Clarke County Hospital Nondiscrimination/ Accessibility Notice

Clarke County Hospital does not discriminate, exclude, or treat people differently on the basis of race, color, national origin, age, disability, or sex. We provide the following for free:

- Communication aids and services to people with disabilities, such as:
  - Sign language interpreters
  - Written information in other formats
- Language services to people whose primary language is not English, such as:
  - Interpreters
  - Information written in other languages

If you need these services, contact Clarke County Hospital's Patient Experience Officer. If you believe that we have failed to provide these services or discriminated on the basis of race, color, national origin, age, disability, or sex, you can file a grievance in person, by mail or by phone with:

### Patient Experience Officer

800 S. Fillmore St.  
Osceola, IA 50213  
(641) 342-5253

Fax (641) 342-5378

[www.clarkehosp.org/contact-us.aspx](http://www.clarkehosp.org/contact-us.aspx)

Clarke County Hospital's Patient Experience Officer is available to help you file a grievance. You can also file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically 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,

1-800-537-7697 (TDD)

Complaint forms are available at

<http://www.hhs.gov/ocr/office/file/index.html>

### Arabic

مقریب لصتا .ن اجملاب لیل رفاوئتہ تیوغللا ددعاسملا تامدخ نإف ،ةغللا ركذا شدحتت تنك اذإ :ةظوحلم  
1-515-241-7000 x2

**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 1-515-241-7000 x2。

**French** ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-515-241-7000 x2.

**German** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-515-241-7000 x2.

**Gujarati** !यनः % त\* गुजराती बोलतोलो, तो नि:शुल्क भाषा सहाय प्रदाओ तमारो भा= उपलब्ध B. फोन करो 1-515-241-7000 x2.

**Hindi** !यान द': य)द आप ,हदी बोलते ह4 तो आपके िलए मु:त म' भाषा सहायता सेवाएं उपलAध ह। 1-515-241-7000 x2 पर कॉल कर'।

**Hmong** LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-515-241-7000 x2.

**Italian** ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-515-241-7000 x2.

**Korean** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-515-241-7000 x2번으로 전화해 주십시오.

**Polish** UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-515-241-7000 x2.

**Russian** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-515-241-7000 x2.

**Spanish** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-515-241-7000 x2.

**Tagalog** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-515-241-7000 x2.

**Urdu** . x2 . نيم تخم تامدخ ی ک ددم ی ک نابز وک بآ وت ، نیپ سے تلوب ودر ا پآ رگا : رادرب کریں لاک . نیپ بائیسد 1-515-241-7000 x2

**Vietnamese** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-515-241-7000 x2.