

Baylor Scott & White Health ("BSWH") complies with applicable civil rights laws and does not discriminate, exclude, or otherwise treat individuals differently on the basis of race, ethnicity, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information, veteran status, or any other protected characteristic under applicable law.

### **Notice of Program Accessibility**

BSWH and all of its programs and activities are accessible to and useable by disabled persons, including persons who are deaf, hard of hearing, or blind, or who have other sensory impairments. BSWH provides free auxiliary aids and services to people with disabilities to access BSWH and to communicate effectively with BSWH, such as:

- Accessible parking designated specifically for disabled persons.
- Accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria, patient treatment areas, including examining rooms and patient wards.
- A full range of assistive and communication aids including, but not limited to:
  - o Qualified sign language interpreters
  - o Written information in other formats (large print, audio, accessible electronic formats, other formats)

BSWH provides free language assistance to people with limited English proficiency or whose primary language is not English to access BSWH and to communicate effectively with BSWH.

If you require any of these auxiliary aids or services listed above please let the receptionist or your nurse know.

### **Questions or Grievance Procedure**

In case of additional questions or need for these services or if you believe The Heart Hospital Baylor Plano has failed to provide these services or discriminated in another way, you may contact or you may file a grievance with:

**Contact Person/ Coordinator:** Clinical Risk Manager / Patient Safety Officer  
**Telephone Number:** 469-814-3278  
**Address:** 1100 Allied Drive  
Plano, TX 75093  
**Texas State Relay:** 7-1-1 or 1-800-735-2989

Additionally, BSWH may provide assistance to you with filing a grievance.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically, or by mail or phone at:

Electronically: OCR Portal, <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>  
Telephone Number: 800-868-1019  
800-537-7697 (TDD)  
Address: U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

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

**Español (Spanish) - ATENCIÓN:** Si usted habla español, su centro BSWH ofrece, sin cargo, servicios de asistencia en idiomas a pedido.

**Tiếng Việt (Vietnamese) - CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn khi có yêu cầu tại cơ sở BSWH của bạn.

**繁體中文 (Chinese) - 注意:** 如果您講中文，只要您向所在的BSWH機構提出要求，即可免費獲得語言援助服務。

**한국어 (Korean) - 주의:** 귀하가 한국어를 사용하실 경우, 언어지원 서비스는 요청에 따라 귀하의 BSWH 시설에서 무료 이용이 가능합니다.

**العربية (Arabic) - ملحوظة:** إذا كنت تتحدث اللغة العربية فإن خدمات المساعدة اللغوية المجانية تتوافر لك حسب طلبك لدى منشأة BSWH التي تتعامل معها.

**اردو (Urdu) - نوٹ کریں:** اگر آپ اردو بولتے ہیں تو زبان کی معاونت کی خدمات آپ کی BSWH سہولت میں درخواست کرنے پر آپ کے لئے مفت دستیاب ہیں۔ کال کریں۔

**Tagalog (Tagalog – Filipino)- ABISO:** Kung ang wika mo ay Tagalog/ Pilipino, maaari kang humingi ng libreng tulong at serbisyo ng pananalita mula sa opisina ng BSWH.

**Français (French) - ATTENTION :** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement sur demande auprès de votre centre BSWH.

**हिंदी (Hindi) - ध्यान दें:** यदि आप हिंदी बोलते हैं तो भाषा सहायता सेवाएं आपकी BSWH सुविधा में अनुरोध करने पर आपके लिए मुफ्त उपलब्ध हैं।

**فارسی (Farsi) - توجه:** اگر به زبان فارسی صحبت می کنید، خدمات کمک زبانی، به صورت رایگان و بر مبنای درخواست از مرکز BSWH تان، در دسترس شما هستند

**Deutsch (German) - ACHTUNG:** Falls Sie Deutsch sprechen, stehen Ihnen bei Ihrer BSWH Einrichtung auf Nachfrage kostenlose sprachliche Hilfsdienstleistungen zur Verfügung.

**ગુજરાતી (Gujarati) - ध्यान आपो:** જો તમારી ભાષા ગુજરાતી હોય તો તમારા BSWH સુવિધા ખાતે તમારી વિનંતિ થી તમારા માટે નિ:શુલ્ક ભાષા સહાય સેવાઓ ઉપલબ્ધ છે.

**Русский (Russian) - ВНИМАНИЕ:** Если вы говорите на русском языке, то в BSWH вам доступны бесплатные услуги перевода.

**日本語 (Japanese) - 注意事項:** 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。ご利用のBSWH施設にてこのサービスを希望する旨お申し出ください。

**ພາສາລາວ (Lao) - ໂປດຊາບ:** ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ຕາມຄໍາຮ້ອງຂໍຊ່ວຍເຫຼືອທີ່BSWHຂອງທ່ານ.