

# DISCRIMINATION IS AGAINST THE LAW

\_\_\_\_\_ Pediatric Consultants \_\_\_\_\_ complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. \_\_\_\_\_ Pediatric Consultants \_\_\_\_\_ does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

\_\_\_\_\_ Pediatric Consultants \_\_\_\_\_ 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 \_\_\_\_\_ Patient Advocate \_\_\_\_\_

If you believe that \_\_\_\_\_ Pediatric Consultants \_\_\_\_\_ has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Patient Advocate \_\_\_\_\_ 1924 Alcoa Highway, Box 104  
Knoxville \_\_\_\_\_ TN \_\_\_\_\_ 37920 \_\_\_\_\_ 865-306-9812  
865-305-6095 \_\_\_\_\_

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, \_\_\_\_\_ Patient Advocate \_\_\_\_\_ is available to help you.

You can 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>
- By mail at  
U.S. Department of Health and Human Services  
200 Independence Ave. SW  
Room 509F HHH Building  
Washington, DC 20201
- By phone at 1-800-368-1019; 800-537-7697 (TDD)

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

# INTERPRETER SERVICES

Pediatric Consultants \_\_\_\_\_ has arranged for language assistance services free of charge. Call \_\_\_\_\_ our office (TTY: \_\_\_\_\_).

ENGLISH

If you speak English, language assistance services, free of charge, are available to you.

SPANISH

Si usted habla español, tiene a su disposición servicios de asistencia con el idioma sin costo alguno.

ARABIC

إذا كنت تتحدث العربية، فستتوفر لك خدمات المساعدة اللغوية مجانًا.

CHINESE

如果您讲汉语普通话，则可以免费向您提供语言协助服务。

VIETNAMESE

Chúng tôi cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị, nếu quý vị nói tiếng Việt.

KOREAN

모국어가 한국어일 경우 무료 언어지원 서비스가 제공됩니다.

FRENCH

Si votre langue est le français, des services d'assistance linguistiques sont mis gratuitement à votre disposition.

LAOTIAN

ຖ້າທ່ານເວົ້າ ພາສາລາວ ແມ່ນມີບົດບັນຍັດຊ່ວຍເຫຼືອພາສາພຣີເຫວັດກວ່ານ.

AMHARIC

አማርኛ የሚናገሩ ከሆነ፣ የቋንቋ ዕርዳታ አገልግሎቶቻችን በነጻ ያገኛሉ።

GERMAN

Wenn Sie deutsch sprechen, stehen Ihnen kostenlos Sprachhilfen zur Verfügung.

GUJARATI

તમે ગુજરાતી બોલતા હો, તો વિના મૂલ્યે, ભાષા સહાય સેવાઓ તમને ઉપલબ્ધ છે.

JAPANESE

日本語を話される場合には、無償の言語支援サービスがご利用いただけます。

TAGALOG

Kung nagsasalita ka ng Tagalog, may magagamit kang mga serbisyo sa lengguahe na walang bayad.

HINDI

अगर आप हिन्दी बोलते हैं तो भाषा सहायता सेवा निःशुल्क उपलब्ध है।

RUSSIAN

Если ваш язык — русский, то вам могут быть предоставлены бесплатные услуги переводчика.

PERSIAN (FARSI)

اگر شما به فارسی صحبت میکنید، خدمات کمکهای زبان بطور رایگان در دسترس شما می باشند.