



## **NON-DISCRIMINATION NOTICE**

UMass Memorial Medical Center complies with applicable Federal and State civil rights laws and does not discriminate on the basis of race, color, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity, age, or disability. Further, UMass Memorial Medical Center does not exclude people or treat them differently because of race, color, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity, age, or disability.

UMass Memorial 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, and other formats)

UMass Memorial Medical Center also 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 Interpreter Services, 774-441-6793 (TTY 711).

If you believe that UMass Memorial Medical Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity, age, or disability, you can file a grievance with:

**Office of Patient Advocacy**  
**55 Lake Avenue North**  
**Worcester, Massachusetts 01605**  
**Phone: 774-442-3701 (TTY-711), Fax: 774-441-7766,**  
**PatientCareServices@umassmemorial.org**

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance a patient advocate representative 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, DC 20201**  
**Phone: 800-368-1019 or 800-537-7697 (TDD)**

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



## LANGUAGE ASSISTANCE SERVICES

If you speak a language other than English, language assistance services are available at no cost to you. Call 774-441-6793 (TTY: 711)

**Español (Spanish)**- ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 774-441-6793 (TTY: 711).

**Português (Portuguese)**; ATENÇÃO: se você fala português, tem à sua disposição serviços linguísticos gratuitos. Ligue para 774-441-6793 (TTY: 711).

**Tiếng Việt (Vietnamese)**; CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 774-441-6793 (TTY: 711).

**العربية (Arabic)**; ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 774-441-6793 (رقم هاتف الصم والبكم: 711).

**Shqip (Albanian)**; KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 774-441-6793 (TTY: 711).

**नेपाली (Nepali)**; ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने तपाईंको निम्ति भाषा सहायता सेवाहरू नि:शुल्क रूपमा उपलब्ध छ। फोन गर्नुहोस् 774-441-6793 (टिपिवाइ: 711)।

**繁體中文 (Chinese)**; 注意：如果您使用繁體中文，您可以免費獲得語言協助服務。請致電 774-441-6793 (TTY: 711)。

**Русский (Russian)**; ВНИМАНИЕ: Если вы говорите на русском языке, вы можете воспользоваться бесплатными услугами перевода. Звоните 774-441-6793 (телетайп: 711).

**Kreyòl Ayisyen (French Creole)**; ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 774-441-6793 (TTY: 711).

**ខ្មែរ (Cambodian)**; ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 774-441-6793 (TTY: 711)។

**한국어 (Korean)**; 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 774-441-6793 (TTY: 711)번으로 전화해 주십시오.

**Français (French)**; ATTENTION : si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 774-441-6793 (Télétype : 711).

**Italiano (Italian)**; ATTENZIONE: Se parlate italiano, potete usufruire di servizi di assistenza linguistica totalmente gratuiti. Chiamate il numero 774-441-6793 (TTY: 711).

**λληνικά (Greek)**; ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε στον αριθμό 774-441-6793 (TTY: 711).

**Polski (Polish)**; UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 774-441-6793 (TTY: 711).

**हिंदी (Hindi)**; ध्यान दें: अगर आप हिंदी बोलते हैं, तो आपके लिए भाषा सहायता सेवाएँ मुफ्त में उपलब्ध हैं। 774-441-6793 (TTY: 711) पर कॉल करें।

**ગુજરાતી (Gujarati)**; સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 774-441-6793 (TTY: 711).