

West Kendall Baptist Hospital complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. West Kendall Baptist Hospital does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

West Kendall Baptist Hospital:

- 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 the Patient and Guest Services Representative.

If you believe that West Kendall Baptist Hospital 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 the Patient and Guest Services Representative, 9555 SW 162 Avenue, Miami, FL 33196, 786-467-2107, TTY number — 1-800-955-8771, Fax: 786-533-9654, WKBPatientExperience@BaptistHealth.net. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Patient and Guest Services Representative will be able to assist 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, 1-800-368-1019, 800-537-7697 (TDD).

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

**ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 786-467-2107 (TTY: 1-800-955-8771).

**ATANSYON:** Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 786-467-2107 (TTY: 1-800-955-8771).

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 786-467-2107 (TTY: 1-800-955-8771).

**ATENÇÃO:** Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 786-467-2107 (TTY: 1-800-955-8771).

**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 786-467-2107 (TTY: 1-800-955-8771)。

**ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 786-467-2107 (TTY: 1-800-955-8771).

**PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 786-467-2107 (TTY: 1-800-955-8771).

**ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 786-467-2107 (телетайп: 1-800-955-8771).

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 7012-764-687 (رقم هاتف الصم والبكم: 1778-559-008-1).

**ATTENZIONE:** In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 786-467-2107 (TTY: 1-800-955-8771).

**ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 786-467-2107 (TTY: 1-800-955-8771).

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 786-467-2107 (TTY: 1-800-955-8771) 번으로 전화해 주십시오.

**UWAGA:** Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 786-467-2107 (TTY: 1-800-955-8771).

સુચના: જો તમે ગુજરાતી બોલતા છે, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 786-467-2107 (TTY: 1-800-955-8771).

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 786-467-2107 (TTY: 1-800-955-8771).



**West Kendall Baptist Hospital**

**BAPTIST HEALTH SOUTH FLORIDA**

An academic affiliate of the **FIU** Herbert Wertheim College of Medicine