



Notice of Non-Discrimination

United Regional Health Care System (“URHCS”) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. United Regional Health Care System does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

URHCS Provides free aids and services to people with disabilities and free language services to people whose primary language is not English, to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Qualified interpreters
- Information written in other languages

If you need these services, contact the receptionist, your nurse, or the Director of Patient Experience.

Questions and Contact Information

If you believe that URHCS 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:

Contact Person: Director of Patient Experience
 Address: 1600 11th Street, Wichita Falls, TX 76301
 Telephone Number: 940-764-7000
 Texas State Relay: 7-1-1 or 800-735-2989

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Director of Patient Experience 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, or by phone or mail at:

Electronically: Office for Civil Rights Complaint Portal,
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
 Telephone Number: 1-800-368-1019, 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>.

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call 1-940-764-7000 (TTY: 1-800-735-2989).

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-940-764-7000 (TTY: 1-800-735-2989).

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-940-764-7000 (TTY: 1-800-735-2989).

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1-940-764-7000 (TTY: 1-800-735-2989)。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-940-764-7000 (TTY: 1-800-735-2989) 번으로 전화해 주십시오.

توافر ال لغوية المساعدة خدمات فإن اللغة، انكرت تحدثك نت إذا بل حوطة وال بكم: 1-800-735-2989). رقم 1-940-764-7000 ب رقم ات صل ب الامجان لك هال صم

مفت خدمات کی مدد کی زبان کو آپ تو وہیں، بولتے اردو آپ اگر: بخ بردار ک. 1-940-764-7000 (TTY: 1-800-735-2989) کال۔ ب میں دستے تیا ب میں

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-940-764-7000 (TTY: 1-800-735-2989).

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-940-764-7000 (TTY: 1-800-735-2989).

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-940-764-7000 (TTY: 1-800-735-2989) पर कॉल करें।

زبانہی تہ سہ یلات ک نید، می گ ف تگو فارسی زبان بھاگر: بوجہ 1-940-764-7000 (TTY: 1-800-735-2989) تہ ماس ب گ برید۔ شما برای رایگان ب صورت ف می باشد ب ا۔

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-940-764-7000 (TTY: 1-800-735-2989).

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-940-764-7000 (TTY: 1-800-735-2989)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-940-764-7000 (TTY: 1-800-735-2989).

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-940-764-7000 (TTY: 1-800-735-2989)まで、お電話にてご連絡ください。

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ຄ່າມື້ພ້ອມໃຫ້ທ່ານ. ໂທສ 1-940-764-7000 (TTY: 1-800-735-2989)