

# Discrimination is Against the Law

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

Reading 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 Department of Patient Experience. If you believe that Reading 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 Department of Patient Experience, either in person, by mail: 420 South 5<sup>th</sup> Avenue, West Reading, PA, 19611; telephone: 1-484-628-8040; Fax: 1-484-628-8844; TTY (1-800-654-5984); or email: [patientadvocates@towerhealth.org](mailto:patientadvocates@towerhealth.org). If you need help filing a grievance, the Department 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 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>.

ATTENTION: Language assistance services, free of charge, are available to you. Call 1-484-628-8005. (TTY: 1-800-654-5984)

Español (Spanish): ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-484-628-8005. (TTY: 1-800-654-5984. Spanish TTY: 1-844-308-9291)

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援助服務。請致電 484-628-8005。 (TTY: 1-800-654-5984)

**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 1-484-628-8005.** (TTY: 1-800-654-5984)

**Русский (Russian) ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-484-628-8005.** (TTY: 1-800-654-5984)

Deutsch (Pennsylvania Dutch): Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-484-628-8005. (TTY: 1-800-654-5984)

한국어 (Korean): 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-484-628-8005 번으로 전화해 주십시오. (TTY: 1-800-654-5984)

Italiano (Italian): ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-484-628-8005. (TTY: 1-800-654-5984)

عربي (Arabic): (مقر) 1-484-628-8005 - تظوح لم - إذا تكدحت تنك اذا تظوح لم - (TTY: 1-800-654-5984) 1-484-628-8005. (TTY: 1-800-654-5984)

Français (French): ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-484-628-8005. (TTY: 1-800-654-5984)

Deutsch (German): ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-484-628-8005. (TTY: 1-800-654-5984)

ગુજરાતી (Gujarati): ધુના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-484-628-8005. (TTY: 1-800-654-5984)

Polski (Polish): UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-484-628-8005. (TTY: 1-800-654-5984)

Kreyòl Ayisyen (French Creole): ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-484-628-8005. (TTY: 1-800-654-5984)

ខ្មែរ (Cambodian): របស់គ្រូ: បើលើសិនអ្នកនិយាយ ខ្មែរខ្មែរ, សេចក្តីជំនួយផ្នែកភាសា គ្រូមិនគិតថ្លៃឡើយ គឺគ្រូចង់ជួយអ្នកបំប៉នអ្នកក្នុង ជួរ ជួរសំពា 1-484-628-8005. (TTY: 1-800-654-5984)

Português (Portuguese): ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-484-628-8005. (TTY: 1-800-654-5984)

Si desea una copia de la información mencionada arriba en español, llame al 484-628-8005.