

Baylor Scott & White Medical Center– Lake Pointe Nondiscrimination Notice

Baylor Scott & White – Lake Pointe complies with applicable Federal civil rights laws and does not discriminate on the basis of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression. Baylor Scott & White – Lake Pointe does not exclude people or treat them differently because of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression.

Baylor Scott & White – Lake Pointe:

- Provides free auxiliary aids and services to people with disabilities to communicate effectively with us, such as:
 - qualified sign language interpreters, video remote interpreting or other aids for hearing impaired individuals
 - written information in multiple formats including large print, audio, accessible electronic formats, or other formats for visually impaired individuals

- Provides free language services to people whose primary language is not English, such as:
 - qualified interpreters or a language line
 - information written in other languages

If you need these services, contact Baylor Scott & White – Lake Pointe’s ADA Coordinator at 972.412.3380 X1281.

If you believe that Baylor Scott & White – Lake Pointe 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:

ADA Coordinator

Jenny Humpal

6800 Scenic Drive

Rowlett, TX 75088

Phone: 972.412.3380 ext.1281

Fax: 972.412.3276

Jenny.Humpal@tenethealth.com

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Baylor Scott & White – Lake Pointe’s ADA Coordinator 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, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

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

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 972.412.3380 ext. 1281.

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 972.412.3380 ext. 1281.

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 972.412.3380 ext. 1281.

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 972.412.3380 ext. 1281 번으로 전화해 주십시오.

Arabic: فإين خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 972.412.3380 ext. 1281 (رقم هاتف الصم والبكم: ملحوظة: إذا كنت تتحدث انكسر اللغة،

Urdu: خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 972.412.3380 ext. 1281۔

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 972.412.3380 ext. 1281.

French: ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 972.412.3380 ext. 1281.

Hindi: ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।
972.412.3380 ext. 1281 पर कॉल करें।

Farsi: مه‌ارف ام‌ش ی‌ارب ناگی‌ار تروصب ی‌نابز تالی‌هست ،دی‌نک یم وگت‌فگ ی‌سراف نابز هب رگا :ه‌جوت
دی‌ری‌گب سامت 972.412.3380 ext. 1281 اب .دشاب یم

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche
Hilfsdienstleistungen zur Verfügung. Rufnummer: 972.412.3380 ext. 1281.

Gujarati: સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે.
ફોન કરો 972.412.3380 ext. 1281.

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные
услуги перевода. Звоните 972.412.3380 ext. 1281.

Japanese: 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。
972.412.3380 ext. 1281 まで、お電話にてご連絡ください。

Lao: ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ,
ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 972.412.3380 ext. 1281.