



Notice of Nondiscrimination

Saint Francis Healthcare System complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Saint Francis Healthcare System does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Saint Francis Healthcare System:

- 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)
- 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 Saint Francis Healthcare Corporate Compliance at 1-800-367-7362, TTY 1-800-735-2966.

If you believe that Saint Francis Healthcare System 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:

Saint Francis Healthcare Corporate Compliance
211 Saint Francis Drive
Cape Girardeau, MO 63703
573-331-5000
1-800-367-7362, TTY 1-800-735-2966
Fax: 573-333-5009
legal@sfmc.net

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Saint Francis Healthcare Corporate Compliance 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>

LANGUAGE ASSISTANCE SERVICES

- English** ATTENTION: If you speak English, language assistance services are available to you free of charge. Call 1-800-367-7362 (TTY: 1-800-735-2966).
- Spanish** ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-367-7362 (TTY: 1-800-735-2966).
- 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 1-800-367-7362 (TTY: 1-800-735-2966).
- Vietnamese** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-367-7362 (TTY: 1-800-735-2966).
- Serbo-Croatian** OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-800-367-7362 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom: 1-800-735-2966).
- German** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-367-7362 (TTY: 1-800-735-2966).
- Arabic** ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1 800-367-7362 (رقم هاتف الصم والبكم: 1 800-735-2966).
- Korean** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-367-7362 (TTY: 1-800-735-2966)번으로 전화해 주십시오.
- Russian** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-800-367-7362 (телетайп: 1-800-735-2966).
- French** ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-367-7362 (ATS : 1-800-735-2966).
- Tagalog** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-367-7362 (TTY: 1-800-735-2966).
- Pennsylvania-Dutch** Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzsch, kannsch du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-800-367-7362 (TTY: 1-800-735-2966).
- Persian/Farsi** توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-800-367-7362 (TTY: 1-800-735-2966) تماس بگیرید.
- Cushite/Oromo** XIYYEEFFANNA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-800-367-7362 (TTY: 1-800-735-2966).
- Portuguese** ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-367-7362 (TTY: 1-800-735-2966).
- Amheric** ማሰታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-800-367-7362 (መስማት ለተሳናቸው: 1-800-735-2966).