# Notice of non-discrimination

Ballad Health complies with applicable Federal civil rights laws and does not discriminate, exclude people, or treat them differently because of age, race, color, national origin, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression.

Ballad Health:

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, please ask a registration staff member to assist you in contacting the switchboard at one of our hospital facilities.**

If you believe that Ballad Health has failed to provide these services or discriminated in another way on the basis of age, race, color, national origin, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression you can file a grievance with:
Risk Management
1905 American Way
Kingsport, TN 37660
Phone 423.230.8200
Toll-Free Compliance Line: 800.535.9057

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Risk Management 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
800 368 1019, 800 537 7697 (TDD)
Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html

For more information about the ADA, call the Department of Justice's toll-free ADA Information Line at 1.800.514.0301 (voice), 1.800.514.0383 (TTY) or visit the ADA Home Page at www.ada.gov.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 423.224.4000

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 423.224.4000 هاتف الصم والبكم

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 423.224.4000

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 423.224.4000

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 423.224.4000 번으로 전화해 주십시오

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 423.224.4000

ໂປດຊາບ: ຖ້າ ທ່ ພາສາ ລາວ, ການ ຊ່ ການຊ ວຍເຫ ອ ໍ ພາສາ, ໂດຍ ເສ ຽ ຄ, ແມ ນ ໍ ໃ ອ ໍ ໃຫ ທ ນ. ໂທ 423.224.4000

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 423.224.4000

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 423.224.4000

Dhyāna: Tamē gujarātī bhāṣā sahāya sēvā'ō vinā mūlyē, vāta, tō tamē karavā māṭē upalabdha chē. Kŏla karō 423.224.4000

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。423.224.4000まで、お電話にてご連絡ください

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 423.224.4000

ध्यान द: यद आप हदी बोलते ह तो आपके लिए मुफ्त म भाषा सहायता सेवाएं उपलब्ध ह। 423.224.4000 पर कॉल कर

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 423.224.4000

توجه: اگر بھ زبان فارسی گفتگو می کنید، تسھیلات زبانی بصورت رایگان برای شما 423.224.4000 فراھم می باشد. با تماس بگیرید

লক্ষ্য করনঃ যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নিঃখরচায় ভাষা সহায়তা পরিষেবা উপল আছে। ফোন করন ১-423.224.4000

Dè dɛ nià kɛ dyédé gbo: Ɔ jǔ ké m̀ [Bàsɔ́ɔ̀-wùdù-po-nyɔ̀] jǔ ní, nìí, à wudu kà kò dɔ̀ po-poɔ̀ bɛ́ìn m̀ gbo kpáa. Đá 423.224.4000

Ntị: Ọ bụrụ na asụ Ibo, asụsụ aka ọasụ n'efu, defu, aka. Call 423.224.4000

AKIYESI: Bi o ba nsọ èdè Yorùbú ọfé ni iranlọwọ lori èdè wa fun yin o. Ẹ pe ẹrọ-ibanisọrọ yi 423.224.4000

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں ۔ کال 423.224.4000. کریں

BalladHealth™

It's your story. We're listening.