CHINESE HOSPITAL & CLINICS

NON-DISCRIMINATION DISCLOSURE AND NOTICE OF AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES AND AUXILIARY AIDS AND SERVICES

Chinese Hospital Association complies with Federal civil rights and Federal/State laws, and does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of race, color, disability, age, sex, sexual orientation, gender identity, marital status, religion, creed, ancestry, medical condition, educational background, national origin, including limited English proficiency, economic status, or the source of payment for care, in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, and in staff and employee assignments to patients.

[References: Provisions of Title VI of the Civil Rights Act of 1964 (nondiscrimination on the basis of race, color, national origin), Section 504 of the Rehabilitation Act of 1973 (nondiscrimination on the basis of disability), Age Discrimination Act of 1975 (nondiscrimination on the basis of age), regulations of the U.S. Department of Health and Human Services issued pursuant to these three statutes at Title 45 Code of Federal Regulations as well as state laws and facility policies; and Section 1557 of the Patient Protection and Affordable Care Act of 2010, 42 U.S.C. § 18116]

Chinese Hospital and Clinics provides language assistance services and appropriate auxiliary aids and services free of charge, when necessary to participants, beneficiaries, enrollees, and applicants of its health program or activities, and members of the public. [Reference: 45 CFR 164.520 § 92.11]

Reasonable modifications and free auxiliary aids and language services include but are not limited to:

- Qualified interpreters
- Qualified sign language interpreters for hearing and speech impaired
- Information written in other languages

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact Chinese Hospital and Clinics at 1-415-982-2400 (TTY 1-415-217-4182).

If you have any questions, please call 1-415-677-2492. (Monday through Friday, 8am and 5pm)

- Provider Name: Chinese Hospital and Clinics
- Contact Name: Chinese Hospital Administration
- Address: 845 Jackson Street, San Francisco, CA 94133
- Telephone: 1-415-982-2400
- TTY: 1-415-217-4182
- Website: www.chinesehospital-sf.org

If you believe that Chinese Hospital and Clinics has failed to provide these services or discriminated in any way, you can file a grievance with:

Chinese Hospital Patient Relations
845 Jackson Street,
San Francisco, CA 94133
Phone: 1-415-677-2492

You can file a grievance by phone or mail. If you need help filing a grievance, Chinese Hospital Patient Relations 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

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
(TDD 800–537–7697)

Revised 06/2025

CHINESE HOSPITAL & CLINICS

NON-DISCRIMINATION DISCLOSURE AND NOTICE OF AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES AND AUXILIARY AIDS AND SERVICES

Español [Spanish]: Los servicios gratuitos de asistencia lingüística, ayuda auxiliar y servicios en otro formato están disponibles. Llame al 1-415-982-2400 (TTY 1-415-217-4182)

简体中文 [Simplified Chinese]: 我们可提供免费的语言、辅助设备以及其他格式版本服务。请致电 1-415-982-2400（听障专线 1-415-217-4182）。

繁體中文 [Traditional Chinese]: 我們可提供免費的語言、輔助設備以及其他格式版本服務。請致電 1-415-982-2400（聽障專線 1-415-217-4182）。

Tiếng Việt [Vietnamese]: Có sẵn các dịch vụ miễn phí về ngôn ngữ, hỗ trợ bổ sung và định dạng thay thế. Hãy gọi 1-415-982-2400 (TTY 1-415-217-4182).

Tagalog [Tagalog]: Magagamit ang mga libreng serbisyong pangwika, serbisyo o device na pantulong, at kapalit na format. Tumawag sa 1-415-982-2400 (TTY 1-415-217-4182).

한국어 [Korean]: 무료 언어, 보조 지원 및 대체 형식 서비스를 이용하실 수 있습니다. 1-415-982-2400 (TTY 1-415-217-4182) 번으로 문의하십시오.

Հայերեն [Armenian]: Հասանելի են անվճար լեզվական, աջակցման և այլընտրանքային ձևաչափի ծառայություններ: Զանգահարեք՝ 1-415-982-2400 (TTY 1-415-217-4182)

ਪੰਜਾਬੀ [Punjabi]: ਮੁਫ਼ਤ ਭਾਸ਼ਾ, ਸਹਾਇਕ ਸਹਾਇਤਾ, ਅਤੇ ਵਿਕਲਪਿਕ ਫਾਰਮੈਟ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। 1-415-982-2400 (TTY 1-415-217-4182) 'ਤੇ ਕਾਲ ਕਰੋ।

Русский [Russian]: Предоставляются бесплатные услуги языковой поддержки, вспомогательные средства и материалы в альтернативных форматах. Звоните по номеру 1-415-982-2400 (TTY 1-415-217-4182).

日本語 [Japanese]:言語支援サービス、補助支援サービス、代替形式サービスを無料でご利用いただけます。1-415-982-2400 (TTY 1-415-217-4182) までお電話ください。

ភាសាខ្មែរ [Khmer]៖ សេវាកម្មផ្នែកភាសា ជំនួយ និង សេវាកម្មជាទម្រង់ផ្សេងជំនួសអាចរកបាន។ ទូរសព្ទទៅលេខ 1-415-982-2400 (TTY 1-415-217-4182)។

Hmoob [Hmong]: Muaj kev pab txhais lus, pab kom hnov suab, thiab lwm tus qauv pab cuam. Hu 1-415-982-2400 (TTY 1-415-217-4182).

हिन्दी [Hindi]: नि:शुल्क भाषा, सहायक मदद और वैकल्पिक प्रारूप सेवाएं उपलब्ध हैं। 1-415-982-2400 (TTY 1-415-217-4182) पर कॉल करें।

ไทย [Thai]: เรามีบริการความช่วยเหลือด้านภาษาฟรี นอกจากนี้ ยังมีเครื่องมือและบริการช่วยเหลือเพื่อให้ข้อมูลในรูปแบบที่เข้าถึงได้โดยไม่เสียค่าใช้จ่าย โปรดโทรติดต่อ 1-415-982-2400 (TTY 1-415-217-4182).

فارسی [Farsi]: خدمات زبان رایگان، کمک های اضافی و فرمت های جایگزین در دسترس است. با 1-415-982-2400 تماس (TTY: 1-415-217-4182) بگیرید

العربية [Arabic]: تتوفر خدمات اللغة والمساعدة الإضافية والتنسيقات البديلة مجانًا. اتصل على الرقم 1-415-982-2400(الهاتف النصي:1-415-217-4182).

Revised 06/2025