

Discrimination is Against the Law

Carle Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, gender identity and sex characteristics) or ability to pay. Carle Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, gender identity and sex characteristics) or ability to pay.

Carle 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)

Carle Health 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 Carle Interpreter Services at (217) 326-0340

For interpreter services at BroMenn and Eureka, contact the Clinical Coordinators Office at (309) 268-5389.

Patients in Greater Peoria communities may request an Interpreter for:

Spanish (217) 383-2543

French (217) 383-2544

Mandarin (217) 383-2545

Vietnamese (217) 383-2546

Korean (217) 383-2547

If you believe that Carle Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, gender identity and sex characteristics) or ability to pay, you can file a grievance with: Carle Patient Relations:

- (217) 326-8560 or toll free at (855) 665-8252
- By email at patient.relations@carle.com
- By mail at Carle Health, Attention: Patient Relations, 611 W. Park Street, Urbana, IL 61801
- If you need help filing a grievance, Patient Relations is available M – F, 8 a.m. – 5 p.m.

For Greater Peoria Communities, Patient Advocates:

- (309) 672-5529 M – F, 8 a.m. – 4 p.m.
- After Hours at (309) 671-8209
- By mail: Attention: Patient Advocates, 221 NE Glen Oak Avenue, Peoria, IL 61636

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 or 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

A person who believes that the act or its rules may have been violated may submit a complaint to the Illinois Department of Public Health (IDPH) by calling the hotline at 800-252-4343 during regular business hours or address written complaints by mail to:

Illinois Department of Public Health
525 W. Jefferson Longterm Care CCR
Springfield, Illinois 62761-0001

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-217-383-2543.

Chinese (Mandarin): 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 1-217-383-2545。

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-217-383-2546.

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-217-383-2547 번으로 전화해 주십시오.

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-217-326-0340.

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-217-326-0340.

Arabic: ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-217-326-0340.

French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-217-383-2544.

Polish: UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-217-326-0340.

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-217-326-0340.

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-217-326-0340.

Hindi: ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिये मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-217-326-0340.

Gujarati: સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિઃશુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-217-326-0340.

Urdu: خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-217-326-0340.

Greek: ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-217-326-0340.