

NOTICE TO OUR PATIENTS FREE LANGUAGE SERVICE



Trinity Health Of New England Corporation, Inc. and its affiliates, including Mercy Medical Center, provide equal access to all persons, including those who have Limited English Proficiency (LEP), those who are deaf, hard of hearing, visually impaired or have other special communication needs.

To make sure everyone is understood, we provide 3 interpretation options (telephone, video remote and in-person), which include sign language, oral interpretation, TTY telephones, assisted-listening devices, and other auxiliary aids; plus translation of written materials. All services will be provided in a timely manner and are FREE of charge to patients and their companions who are deaf, hard of hearing, LEP or have speech or other communication disabilities. Telephone and video remote interpreters are available 24 hours a day, 7 days a week.

You have the right to FREE language assistance. Please tell our staff if you require help, or call 413-748-9000 and we will arrange it for you.

If you believe that we have 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 by calling 413-748-9094 [TTY 711], or emailing Quality.Department@TrinityHealthOfNE.org.

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.

