



# NOTICE TO OUR PATIENTS

## FREE LANGUAGE SERVICE



Trinity Health Of New England Corporation, Inc. and its affiliates, including Saint Francis Hospital and 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, in more than 210 languages.

You have the right to FREE language assistance. Please tell our staff if you require help, or call 860-714-4000 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 860-714-9998, [TTY 860-714-4447], or emailing [PatientExperience@TrinityHealthOfNE.org](mailto:PatientExperience@TrinityHealthOfNE.org). If you need help filing a grievance, please contact the Patient Relations by calling 860-714-9998.

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>.

- ATTENTION: If you don't speak English, language assistance services, free of charge, are available to you. Call 860-714-4000, [TTY 860-714-4447].
- ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 860-714-4000, [TTY 860-714-4447].
- 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 860-714-4000, [TTY 860-714-4447]。
- CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 860-714-4000, [TTY 860-714-4447].
- 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 860-714-4000, [TTY 860-714-4447] 번으로 전화해 주십시오.
- PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 860-714-4000, [TTY 860-714-4447].
- ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 860-714-4000 [TTY 860-714-4447]
- ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 860-714-4000, [TTY 860-714-4447].
- ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 860-714-4000, [TTY 860-714-4447].
- UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 860-714-4000, [TTY 860-714-4447].
- KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 860-714-4000, [TTY 860-714-4447].
- ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 860-714-4000 (телетайп: [TTY 860-714-4447].
- ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 860-714-4000, [TTY 860-714-4447].
- ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 860-714-4000, [TTY 860-714-4447].
- ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता से वाएं उपलब्ध ह 860-714-4000, [TTY 860-714-4447] पर कॉल करें।