

DISCRIMINATION IS AGAINST THE LAW

Ashland Orthopedic Associates (“AOA”) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. AOA does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

AOA provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified language interpreters;
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

AOA provides free language services to people whose primary language is not English, such as Information written in other languages

If you need these services, contact AOA’s Compliance Officer.

If you believe that AOA has 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 with:

- AOA’s Compliance Officer: Patient Access Manager
- Mailing Address: 269 Maple Street, Ashland, OR 97520
- Telephone number: (541) 482-4533
- Fax: (541) 488-5102
- Email: aoasb@mind.net

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, AOA’s Compliance Officer 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 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

<p>English ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-541-482-4533.</p>	<p>Spanish ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-541-482-4533.</p>
<p>Vietnamese CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-541-482-4533.</p>	<p>Chinese 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 1-541-482-4533。</p>
<p>Russian ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-541-482-4533.</p>	<p>Korean 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-541-482-4533</p>
<p>Ukrainian УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-541-482-4533</p>	<p>Japanese 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。1-541-482-4533 まで、お電話にてご連絡ください。</p>
<p>ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 541-482-4533-1 (رقم هاتف الصم والبكم).</p>	<p>Romanian ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 1-541-482-4533.</p>
<p>Arabic Cambodian ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតថ្លៃ គឺអាចមានសំរាប់បម្រើអ្នក។ ចូរ ទូរស័ព្ទ 1-541-482-4533</p>	<p>Cushite XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-541-482-4533</p>
<p>German ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-541-482-4533</p>	<p>توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. 1-541-482-4533 Persian</p>
<p>French ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-541-482-4533</p>	<p>Thai เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-541-482-4533</p>