

DISCRIMINATION IS AGAINST THE LAW

HealthStar Physicians of Hot Springs complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. HealthStar Physicians of Hot Springs does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

HealthStar Physicians of Hot Springs 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, other formats)

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 the front office staff or the clinic's manager. If you believe that HealthStar Physicians of Hot Springs 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:

Practice Civil Rights Coordinator: Heather Lowrey

1661 Airport Road, Suite D / Hot Springs, AR 71913

Office: 501.625.7500 Direct: 501.547.5250 Fax: 501.625.7777

Email: Heather@HealthStarPhysicians.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Practice Civil Rights Coordinator (Heather Lowrey) is available to help you. You can 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 at:
 - U.S. Department of Health and Human Services
 - 200 Independence Ave. SW
 - Room 509F HHH Building
 - Washington, DC 20201
- By phone at 1-800-368-1019; 800-537-7697 (TDD)

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

INTERPRETER SERVICES

_____ has arranged for language assistance services free of charge. Call _____ (TTY: _____).

ENGLISH

If you speak English, language assistance services, free of charge, are available to you.

SPANISH

Si usted habla español, tiene a su disposición servicios de asistencia con el idioma sin costo alguno.

VIETNAMESE

Chúng tôi cung cấp dịch vụ hỗ trợ ngôn ngữ miễn phí cho quý vị, nếu quý vị nói tiếng Việt.

MARSHALLESE

Elaññe kwojelā Kajin Majōl, kwomaroñ bōk jibañ ilo Kajin Majōl, ejjelok wōneen.

CHINESE

如果您讲汉语普通话，则可以免费向您提供语言协助服务。

LAOTIAN

ຖ້າທ່ານເວົ້າ ພາສາລາວ ແມ່ນມີວິຊາການຊ່ວຍເຫຼືອພາສາພຣ໌ໃຫ້ແກ່ທ່ານ.

TAGALOG

Kung nagsasalita ka ng Tagalog, may magagamit kang mga serbisyo sa lengguahe na walang bayad.

ARABIC

إذا كنت تتحدث العربية، فستتوفر لك خدمات المساعدة اللغوية مجاناً.

GERMAN

Wenn Sie deutsch sprechen, stehen Ihnen kostenlos Sprachhilfen zur Verfügung.

FRENCH

Si votre langue est le français, des services d'assistance linguistiques sont mis gratuitement à votre disposition.

HMONG

Yog koj hais lus Hmoob, peb muaj neeg txhais lus, pub dawb rau koj.

KOREAN

모국어가 한국어일 경우 무료 언어지원 서비스가 제공됩니다.

PORTUGUESE

Se você fala português, está disponível atendimento gratuito com assistência ao idioma.

JAPANESE

日本語を話される場合には、無償の言語支援サービスがご利用いただけます。

HINDI

अगर आप हिन्दी बोलते हैं तो भाषा सहायता सेवा निःशुल्क उपलब्ध है।

GUJARATI

તમે ગુજરાતી બોલતા હો, તો વિના મૂલ્યે, ભાષા સહાય સેવાઓ તમને ઉપલબ્ધ છે.