



## NOTICE TO OUR PATIENTS

### FREE LANGUAGE SERVICE

Hartford Orthopedic Surgeons, PC and its affiliates 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 200 languages.

You have the right to FREE language assistance. Please tell our staff you require help 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 contacting our Compliance Officer and Executive Director, Donna Rizzio at 860-525-4469 x124.

You can also file a civil rights complaint with the US Department of Health and Human Services, Office of 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: US Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HH Building, Washington, C 20021

Phone: 1-800-368-1019, 800-537-7697 (TDD)

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

