

Non-Discrimination Statement

It is the policy of First Care Clinic to comply with applicable Federal civil rights laws and to not discriminate on the basis of race, color, age, gender, gender identity, sexual orientation, religion, national origin, language spoken (including if a patient doesn't speak or understand the English language), disability, or the existence of Advance Directive.

PROCEDURE:

- 1) First Care Clinic provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - a. Qualified sign language interpreters
 - b. Written information in other formats (large print, audio, accessible electronic formats, other formats)
- 2) First Care Clinic provides free language services to people whose primary language is not English, such as:
 - a. Qualified interpreters
 - b. Information written in other languages
- 3) If patients need this services, they can contact the Front Office Supervisor at 785.621.4990.
- 4) If patients believe that First Care Clinic has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, they can file a grievance with:

Operations Manager
First Care Clinic
105 W. 13th St.
Hays, KS 67601
Telephone Number: 785.621.5142
TTY/TDD or State Relay Number: 800.766.3777 (V/T); or Dial 711
Fax: 785.628.8719
Email: fcc@firstcareclinic.com

Patients can file a grievance in person or by mail, fax, or email.

- 5) Patients can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. This can be done electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lbby.jsf> or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Ave, 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>

日本語 (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1-785-621-4990 (TTY: 1-800-766-3777)まで、お電話にてご連絡ください。

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-785-621-4990 (телетайп: 1-800-766-3777).

Hmoob (Hmong)

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-785-621-4990 (TTY: 1-800-766-3777).

فارسی (Farsi)

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-785-621-4990 (TTY: 1-800-766-3777) تماس بگیرید.

Kiswahili (Swahili)

KUMBUKA: Ikiwa unazungumza Kiswahili, unaweza kupata, huduma za lugha, bila malipo. Piga simu 1-785-621-4990 (TTY: 1-800-766-3777).