Discrimination is Against the Law

Baum Harmon Mercy Hospital & Clinics comply with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Baum Harmon Mercy Hospital & Clinics does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Baum Harmon Mercy Hospital & Clinics
- 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 Jan Gaudian, HIM manager – Title 1557 Coordinator
If you believe that Baum Harmon Mercy Hospital 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:
  Jan Gaudian, HIM manager/ 1557 Coordinator
  Baum Harmon Mercy Hospital
  PO Box 528
  Primghar, IA 51245
  #712-957-2300 (phone)
  #712-957-0300 (fax)
  Gaudianj@mercyhealth.com - e-mail address

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Jan Gaudian, HIM manager/ Title 1557 Coordinator, 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)

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**English**
ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-888-808-9008 (TTY: 1-800-735-2943).

**Español (Spanish)**
ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-888-808-9008

**Tiếng Việt (Vietnamese)**
CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-888-808-9008

**Deutsch (German)**
ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-888-808-9008

**Français (French)**
ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-888-808-9008

http://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html

Ltr LEP October 2016