



MercyOne Des Moines Medical Center
 MercyOne West Des Moines Medical Center
 MercyOne Medical Group – Central Iowa
 MercyOne Iowa Heart Center

Nondiscrimination / Accessibility Notice

MercyOne does not discriminate, exclude, or treat people differently on the basis of race, color, national origin, age, disability, or sex.

We comply with federal civil rights laws, and provide 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)

MercyOne provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages. If you need these services, you may make a request at MercyOne Des Moines or West Des Moines Medical Centers, or call 515-247-8255.

If you believe 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 in person, by mail or by phone with:

Patient Advocate
1111 6th Avenue
Des Moines, IA 50314
Phone: 515-643-2861
Fax: 515-247-4259
[Mercyone.org/desmoines/for-patients/contact-us](https://www.mercyone.org/desmoines/for-patients/contact-us)

The MercyOne Patient Advocate is available to help you file a grievance. You can also file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically 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 Ave., SW
 Room 509F HHH Building
 Washington, D.C. 20201

800-368-1019
 800-537-7697 (TDD)

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

English ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 515-247-8255.

Arabic

العربية

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 8255-247-515.

Bosnian Pažnja: Ako govorite Bosanski, besplatne usluge prevodjenja su Vam na raspolaganju. Poziv 515-247-8255.

Burmese

သတိပြုရန် -

အကယ်၍သင်သည် မြန်မာဘာသာစကား ပြောဆိုသည်ဆိုလျှင် ဘာသာစကား ကူညီထောက်ပံ့မှု ဝန်ဆောင်မှုများအား သင် အခမဲ့ရရှိနိုင်မည် ဖြစ်သည်။ (515) 247-8255 သို့ ခေါ်ဆိုပါ။

Chinese 注意: 如果您说中文，您可使用免费的语言援助服务。请拨打 515-247-8255。

French ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 515-247-8255.

German ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 515-247-8255.

Karen

ပုဂံကညီဖ

ဟ်သျှင်ဟ်သး-နမ့်ကတိကညီကျိအယိ,နမးန့ကျိအတံမၤစၢလၢ တလၢဟ်သျှင်လၢနီတမံၤဘၣ်သ့န့ၣ်လီၤ. ကိ: 515-247-8255.

Kunama ABBAREDA: Kunama gunununa nishaya kosima jambinumabbu togeda shon nitena. Telefona numurata 515-247-8255 kiya.

Laotian ພາສາລາວ ໝາຍເຫດ: ຖ້າທ່ານເວ ົ້າພາສາລາວ, ທ່ານສາມາດໃຊ້ການບໍລິການຊ່ວຍ ເຫ ຼືອດ້ານພາສາໂດຍບໍ່ເສຍຄ່າໄດ້. ໂທຫາ 515-247-8255.

Nepali नेपाली ध्यान ददन ुोसः तपाईंले नेपाली बोल्नु ुन्छ भने तपाईंको ननमत्त भाषा स ायता सेवा रू ननिःशुल्क रूपमा उपलब्ध छ । फोन गर्नु ुोस ् 515-247-8255 ।

Nuer

TITE:
 Mī ṅācī thok Nuerä, luäk kē kujc thuk,
 a thīl rial mī ḡor kē, kēn a thīn. Cəl kē kē 515-247-8255.

Somali FIIRO GAAR AH: Hadii aad ku hadasho Somali, kaalmo luuqadeed oo bilaa lacaga ah, ayaa kuu diyaar ah. La Hadal 515-247-8255.

Spanish ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia de idiomas. Llame al 515-247-8255.

Swahili MUHIMU: Ikiwa unazungumza Kiswahili, huduma za usaidizi wa lugha zinapatikana kwako bila malipo. Piga simu kwa 515-247-8255.

Vietnamese CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 515-247-8255.