

In accordance with the provisions of Title VI of the Civil Rights Act of 1964, section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Section 1557 of the Affordable Care Act and the Regulations of the U.S. Department of Health and Human Services issued pursuant to those statutes, Lovelace Medical Group complies with the applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, gender or sexual orientation. Lovelace Medical Group does not exclude people or treat them differently because of race, color, national origin, age, disability, gender or sexual orientation.

#### Lovelace Medical Group

- 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)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages
- Provides convenient off-street parking designated specifically for disabled persons
- Provides level access into the first floor level with elevator access to other floors

If you need any services or aids listed above, please let the receptionist or your nurse know.

If you believe that Lovelace Medical Group has failed to provide services or discriminated in another way on the basis of race, color, national origin, age, disability, gender or sexual orientation, you can file a grievance with:

Lovelace Medical Group Civil Rights Coordinator  
4101 Indian School Rd. NE, Albuquerque, New Mexico, 87110  
Phone: 505.727.5159  
E-mail: LMG-Grievances@Lovelace.com  
State Relay Number: 711 or New Mexico Relay Services at 800.659.1779 (voice) or 800.659.8331 (TTY)

If you need help filing a grievance, Lovelace Medical Group Civil Rights 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: U.S. Department of Health and Human Services  
200 Independence Avenue,  
SW Room 509F, HHH Building  
Washington, D.C. 20201

PHONE: 1-800-368-1019, 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 1-505-727-8000.
Spanish	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-505-727-8000.
Navajo	Díí baa akó nínizin: Díí saad bee yáníłti'go Diné Bizaad, saad bee áká'ánida'áwo'dęę', t'áá jiik'eh, éí ná hóló, koji' hódíílnih 1- 505-727-8000.
Vietnamese	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-505-727-8000.
German	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-505-727-8000.
Chinese	注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 1-505-727-8000.
Arabic	ملحوظة: إذا كنت تتحدث اللغة العربية, فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-505-727-8000.
Korean	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1- 505-727-8000.
Tagalog	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1- 505-727-8000.
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- 505-727-8000.
French	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-505-727-8000.
Italian	ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1- 505-727-8000.
Russian	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-505-727-8000.
Hindi	ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1- 505-727-8000.
Persian	توجه: اگر به زبان فارسی گفتگو می کنید, تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-505-727-8000.
Thai	เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-505-727-8000.