

# Our Health Equity Promise

Patient Protection and Affordable Care Act: Section 1557

Winter Park Memorial Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. This facility does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Winter Park Memorial Hospital 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)

Winter Park Memorial Hospital 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, please call 407-303-5600 x1106707

If you believe that this facility 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 or request that someone assist you with filing a grievance at 407-200-1324 or [FH.Risk.Management@flhosp.org](mailto:FH.Risk.Management@flhosp.org).

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 [ocrportal.hhs.gov/ocr/portal/lobby.jsf](http://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)

Complaint forms are available at [hhs.gov/ocr/office/file/index.html](http://hhs.gov/ocr/office/file/index.html).

The statements below direct people whose primary language is not English to translation assistance:

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 407-303-5600 x1106707.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 407-303-5600 x1106707.

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 407-303-5600 x1106707。

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 407-303-5600 x1106707.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 407-303-5600 x1106707.

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 407-303-5600 x1106707.

ملحوظة: إذا كنت تتحدث إذكر اللغة، فإن خدمات المساعدة اللغوية متوفرة لك بالمجان. اتصل برقم 407-303-5600 x1106707

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 407-303-5600 x1106707.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 407-303-5600 x1106707.

Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 407-303-5600 x1106707.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 407-303-5600 x1106707.

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 407-303-5600 x1106707.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 407-303-5600 x1106707.

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 407-303-5600 x1106707

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-407-303-5600 x1106707

توجه: اگر شما فارسی، خدمات کمک زبان، رایگان صحبت می کنید، در دسترس شما هستند. پاسخ 407-303-5600 x1106707

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。407-303-5600 x1106707

ໄປດອຽນ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການ ຊ່ວຍເຫຼືອການພາສາ, ໄດຍບໍ່ເສັງຄ່າ, ຕະຫຼອດມື້ ພ້ອມໄຫວທຸກໆ. ໂທ 407-303-5600 x1106707.

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 407-303-5600 x1106707.

OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 407-303-5600 x1106707.