

# Muleshoe Area Medical Center Muleshoe Family Medicine Clinic Medical Clinic of Muleshoe

## Non-Discrimination Policy

### NON-DISCRIMINATION POLICY

Muleshoe Area Medical Center, Muleshoe Family Medicine Clinic and Medical Clinic of Muleshoe (MAMC and Clinics) comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, religion, sex, or sexual orientation. MAMC and Clinics do not exclude people or treat them differently because of race, color, national origin, age, disability, religion, sex, or sexual orientation.

MAMC and Clinics provide services to people with disabilities to communicate effectively with us.

MAMC and Clinics provide free language services to people whose primary language is not English, including:

- Qualified staff who may be asked to provide language assistance services
- Qualified interpretation services through a third party
- Information written in Spanish

If you need these services, contact our Chief Nursing Officer at 806.272.4524, Clinic Manager at Muleshoe Family Medicine Clinic—806.272.7531, or Clinic Manager at Medical Clinic of Muleshoe—806.272.7544.

If you believe that MAMC or Clinics have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, religion, sex, or sexual orientation, you can file a grievance with:

Director of Medical Records  
708 S. 1st Street, Muleshoe, TX, 79347  
806.272.4524  
HIPAA@mahdtx.org

You can file a grievance in person or by e-mail, mail, fax, or phone. If you need help filing a grievance, our Director of Medical Records 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) Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

### LANGUAGE ASSISTANCE

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Favor de acudir a un empleado del hospital o clínica para recibir asistencia.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy yêu cầu nhân viên bệnh viện hoặc bệnh xá để được giúp đỡ.

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請向醫院或門診工作人員尋求幫助。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 도움이 필요하시면 병원 또는 보건소 직원에게 문의하시기 바랍니다.

الرجاء طلب المساعدة من موظف المستشفى أو العيادة مقرب لصننا. ناجملا ب كل رفاوتت قيو غلا قد عاسملا تامدخ ناف، ةغلا ركذا نذحتت تنك اذا: عظوحلم  
لاک - نيه بايتسد نيم تقم تامدخ یک ددم یک نابز وک پآ وت، نيه ے تلوب ودر ا پآ  
برائے مہربانی ہسپتال یا کلینک کے عملے سے مدد کے لئے رگا: رادرخ نیرک-1  
رجوع کریں

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Humingi ka na lang ng tulong sa empleyado ng ospital o klinik.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Veuillez demander de l'aide à un employé de l'hôpital ou de la clinique.

ध्यान दः यद आप हदी बोलते ह तो आपके िलए मुफ्त  
म भाषा सहायता सेवाएं उपलब्ध ह। कृ पया अताल  
या िचिकालय के कमचारी सेसहायता मांगे।

هجووت: رگا هب نابز يسراف وگتفگ م پنیکی، د هسیتلا نابز پتروصب اریناگ ارب  
یامش مهارف م یدشاپ. اب -لطفاً از یک کارمند بیمارستان یا کلینیک تقاضای کمک  
کنید

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Würden Sie bitte einen Mitarbeiter des Krankenhauses (der Klinik) verständigen?

ચુના: જો તમે જરાતી બોલતા હો, તો િન:લ્હુ ભાષા સહાય  
સેવાઓ તમારા માટે ઉપલબ્ધ છ. કૃપા કરીનેમદદ માટે  
હોિપટલ અથવા િલિનકના કમચારીનેપૂછો.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Пожалуйста, обратитесь за помощь к сотруднику больницы или клиники.

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。病院もしくはクリニックの職員に通訳が必要である事をお伝え下さい。

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອ  
ດ້ານພາສາ, ໃດຍບໍ່ເສັຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ກະລຸນາຂໍ  
ໃຫ້ພະນັກງານໂຮງຫມໍຫຼືພະນັກງານຄວີນິກມາຊ່ວຍເຫຼືອ