



## **DISCRIMINATION IS AGAINST THE LAW**

### **Statement of Non-Discrimination and How to File a Grievance**

Hays Surgery Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, national origin, age, disability, or sex. Hays Surgery Center does not exclude people or treat them differently because of race, national origin, age, disability or sex. All patients seeking treatment at our facility are to be treated with respect and dignity. Any treatment determinations based on a person's physical status or diagnosis will be made on the basis of medical evidence and treatment capacity and not on the basis of fear or prejudice. Services will be furnished on the medical necessity and appropriateness of the service as well as applicable requirements of federal and state law and regulations regarding the types of treatment that may appropriately be furnished at our facility.

Hays Surgery Center provides free language services to people whose primary language is not English, such as information written in other languages.

If you have questions regarding this policy or believe that you haven't been treated fairly, you may file a grievance in writing by describing the nature of the problem, the relief or remedy you are seeking, as well as your name, address and phone number(s). The grievance should be filed via mail or fax to the following:

- Attention: Compliance Officer
- Mailing: Hays Surgery Center. 135 Bunton Creek Rd, Ste 200. Kyle, TX 78640
- Fax: 512-268-2353

You may also file a grievance or civil rights complaint to:

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/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. Phone 1-800-368-1019. (TDD) 1-800-537-7697.

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

## Translation Guide

	Language	Notice
1	English	Language assistance services are available at the front desk at all of our locations.
2	Spanish Español	Servicios de asistencia lingüística están disponibles en la recepción en todas nuestras localidades.
3	Vietnamese Tiếng Việt	Dịch vụ hỗ trợ ngôn ngữ có sẵn tại quầy lễ tân ở tất cả các địa điểm của chúng tôi.
4	Chinese 中文 Zhōngwén	语言协助服务 · 可于我们所有位置的前台。 Yǔyán xiézhù fúwù, kě yú wǒmen suǒyǒu wèizhì de qiántái.
5	Korean 한국어 Hangug-eo	언어 지원 서비스는 우리의 모든 위치에서 프론트 데스크에서 사용할 수 있습니다. Eon-eo jiwon seobiseuneun uliui modeun wichieseo peulonteu deseukeuseo sayonghal su issseubnida.
6	Arabic ة يبرعلا Alearabia	بتكم يف ةيوللا ةدع اسملا تامدخ لىع تامدخلا لم تشت ان عاقوم عيمج يف ل ابق تسلا . Tashtamil alkhadamat ealaa khadamat almusaeadat allughawiat fi maktab alaistiqlal fi jmye mawaqieina.
7	Urdu ودرا	بس ےس یم تام اقم ےرامہ تامدخ یک دم یک نابز یم باي تسد رپ یم ےنم اس رپ .
8	Tagalog (Filipino)	Serbisyong tulong sa wika ay magagamit sa front desk sa lahat ng aming mga lokasyon.
9	French Français	Services d'assistance linguistique sont disponibles à la réception à tous nos sites.
10	Hindi हिंदी Hindee	भाषा सहायता सेवाओं किंमारे स्थानों के सभी पर सामने मेज़ पर उपलब्ध किं है Bhaasha sahaayata sevaon hamaare sthaanon ke sabhee par saamane mez par upalabdh hain.
11	Persian (Farsi) یسراف	ام یاه ناکم همه رد ولج زیم رد نابز کمک تامدخ دنتسه سرتسد رد .
12	German Deutsche	Sprachassistenzen sind an der Rezeption an allen Standorten zur Verfügung.
13	Gujarati ગુજરાતી Gujarātī	ભાષા સહાય સેવાઓ અમારા સ્થાનોનો બધા ખાતે ફરન્ટ ડેસ્ક પર ઉપલબ્ધ છે. Bhāṣā sahāya sēvā'ō amārā sthānōnō badhā khātē phranṭa ḍēska para upalabdha chē.
14	Russian Русский Russkiy	Мереводческие услуги предоставляются на стойке регистрации на всех наших местах. Perevodcheskiye uslugi predostavlyayutsya na stoyke registratsii na vsekh nashikh mestakh.
15	Japanese 日本語 Nihongo	言語支援サービスは、当社のすべての場所で、フロントデスクでご利用いただけます。 Gengo shien sābisu wa, tōsha no subete no basho de, furonto desuku de go riyō itadakemasu.
16	Laotian ລາວ Lav	ການບໍລິການການຊ່ວຍເຫຼືອພາສາແມ່ນມີຢູ່ໃນທຸກໆພື້ນທີ່ຂອງສະຖານທີ່ຂອງພວກເຮົາ. Kanbolikan kansuanyheu phasa aemmmi yunai na thitonhab yunai thangmod khong sathanthi khongphuakhao.