

# Notice of Non-Discrimination

## DISCRIMINATION IS AGAINST THE LAW

Mission Health System and its affiliated entities\* comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex. Mission Health does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

### Mission Health:

- 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)
- 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, contact (828) 213-1111.

If you believe that Mission Health 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 with the Office of Patient Experience, 509 Biltmore Avenue, Asheville, NC 28801, (828) 213-1210, fax (828) 213-1637, email [Communicate@msj.org](mailto:Communicate@msj.org). You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, The Office of Patient Experience 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, DC 20201  
1-800-368-1019; 1-800-537-7697 (TDD)

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

*\*Mission Health System includes Angel Medical Center, Inc., Blue Ridge Regional Hospital, Inc., Community CarePartners, Inc. and its Program of All-inclusive Care for the Elderly (PACE), Eckerd Living Center, LLC, Highlands-Cashiers Hospital, Inc., Highlands-Cashiers Physician Services, Inc., Mission Health Partners, Inc., Mission Healthcare Foundation, Inc., Mission Hospital, Inc., Mission Imaging Services, LLC., Mission Medical Associates, Inc., The McDowell Hospital, Inc., Transylvania Community Hospital, Inc., and Transylvania Physician Services, Inc. (collectively "Mission Health").*

<p>ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-828-213-1111 (TTY: 1-828-213-1111).</p>	<p>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 1-828-213-1111 (TTY: 1-828-213-1111)。</p>	<p>CHỦ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-828-213-1111 (TTY: 1-828-213-1111).</p>	<p>주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-828-213-1111 (TTY: 1-828-213-1111). 번으로 전화해 주십시오.</p>	<p>ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-828-213-1111 (ATS: 1-828-213-1111).</p>	<p>យំត្រូវ ប៊ីស៊ីនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយអ្នកកែភាសាជាមិនគិតថ្លៃសេរីស្របគឺអាចមានសំរាប់ប្រើអ្នក។ ចូរទូរស័ព្ទ 1-828-213-1111 (TTY: 1-828-213-1111)។</p>	<p>ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-828-213-1111 (TTY: 1-828-213-1111).</p>	<p>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。1-828-213-1111 (TTY: 1-828-213-1111)まで、お電話にてご連絡ください。</p>
<p>ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوفر لك بالمجان. اتصل برقم 1111-312-828-1 (رقم هاتف الصم والبكم: 1111-312-828-1 :TTY)</p>	<p>LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-828-213-1111 (TTY: 1-828-213-1111).</p>	<p>ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-828-213-1111 (телефайп: 1-828-213-1111).</p>	<p>PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-828-213-1111 (TTY: 1-828-213-1111).</p>	<p>સુચન: જો તમે ગુજરાતી બોલતા છો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. કૃપા કરી 1-828-213-1111 (TTY: 1-828-213-1111)</p>	<p>ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मु:फ्त में भाषा सहायता से:वाएं उपलब्ध हैं। 1-828-213-1111 (TTY: 1-828-213-1111) पर कॉल करें।</p>	<p>ໄປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານ ພາສາ, ໄດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທສ 1-828-213-1111 (TTY: 1-828-213-1111)</p>	<p>பேரறிவு: தமிழ் பேசும்பட்சம், மல: ການບໍລິການຊ່ວຍເຫຼືອດ້ານ ພາສາ, ໄດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທສ 1-828-213-1111 (TTY: 1-828-213-1111)</p>