

# Nondiscrimination Notice and Language Assistance Services

## Loyola Medicine Notice of Nondiscrimination

We welcome all people who come to us, no matter their age, sex, racial or ethnic background, religion or gender identity. Catholic hospitals do not discriminate against anyone seeking care; however, it is important to note that as a sponsored ministry of the Catholic Church, we provide healthcare services guided by the moral principles described in the Ethical and Religious Directives for Catholic Healthcare Services published by the U.S. Conference of Catholic Bishops ([Ethical and Religious Directives for Catholic Healthcare Services | USCCB](#)).

### Loyola Medicine:

- 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  
Interpreter Services: 708-216-2300;  
TDD/TTY for deaf or hard of hearing: 708-216-8552.

If you believe that Loyola Medicine 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:

### Loyola University Medical Center and Gottlieb Memorial Hospital:

Patient Relations  
Loyola Medicine  
2160 S. First Ave.  
Maywood, IL 60153  
Phone: 708-216-5140  
TDD/TTY: 708-216-4030  
Fax: 708-216-0432  
Email: LoyolaHealth@lumc.edu

### MacNeal Hospital:

ADA Coordinator  
MacNeal Hospital  
3249 S. Oak Park Ave.  
Berwyn, IL 60402  
TTY: 708-783-3029  
Fax: 708-783-2514  
Email:  
LoyolaHealth@lumc.edu

You can file a grievance in person or by mail, fax or email.

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, DC 20201  
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).

### SPANISH

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 708-783-9100 (TTY: 708-783-3029).

### POLISH

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 708-783-9100 (TTY: 708-783-3029).

### 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 708-783-9100 (TTY: 708-783-3029)。

### KOREAN

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 708-783-9100 (TTY: 708-783-3029) 번으로 전화해 주십시오.

### TAGALOG

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 708-783-9100 (TTY: 708-783-3029).

### ARABIC

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر كل بالمجان. اتصل برقم 708-783-9100 (مكبلاو رقم هاتف الصم (708-783-3029)

### RUSSIAN

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 708-783-9100 (TTY: 708-783-3029).

### GUJURATI

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 708-783-9100 (TTY: 708-783-3029).

### URDU

بردار: اگر آپ ودرا بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 708-783-9100 (TTY: 708-783-3029)۔

### VIETNAMESE

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 708-783-9100 (TTY: 708-783-3029).

### ITALIAN

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 708-783-9100 (TTY: 708-783-3029).

### HINDI

ध्यान दें: यदि आप बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 708-783-9100 (TTY: 708-783-3029) पर कॉल करें।

### FRENCH

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 708-783-9100 (TTY: 708-783-3029).

### GREEK

ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 708-783-9100 (TTY: 708-783-3029).

### GERMAN

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 708-783-9100 (TTY: 708-783-3029).



LOYOLA  
MEDICINE