

DISCRIMINATION IS AGAINST THE LAW

St. Charles Hospital and all Catholic Health Services hospitals comply with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. St. Charles Hospital does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

St. Charles 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)
- 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 the Quality Assurance Associate at 631-474-6435. In the absence of the Language Coordinator, you may also contact the Nursing Supervisor for assistance.

If you believe that St. Charles Hospital 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:

Quality Assurance Associate
200 Belle Terre Road
Port Jefferson, NY 11777
Phone Number: (631) 474-6435
Fax Number: (631) 476-5551

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Director of the Patient Experience Department 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>.



**Catholic
Health Services**
of Long Island
At the heart of health