



Advocate Children's Hospital

NOTICE

Your Rights under Section 1557 of the Affordable Care Act

Advocate Children's Hospital - Park Ridge complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Advocate Children's Hospital - Park Ridge does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Advocate Children's Hospital - Park Ridge provides language assistance and services at no cost to patients/family members/companions with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters; and
- Information provided in other formats (large print, audio, electronic formats, and others).

The hospital also provides language assistance and services as no cost to patients/family members/companions whose primary language is not English, such as:

- Qualified interpreters; and
- Information written in other languages.

If you need these services, contact the Language Services Department at: 847.723.6011. Relay Service: 711.

If you believe that Advocate Children's Hospital - Park Ridge has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you may file a grievance with the Patient Experience Department, 1675 Dempster Street, Park Ridge, IL 60068; Telephone Number: 847.723.6011; and TTY/Relay Number: 711. You may file a grievance in person or by mail. If you need help filing a grievance, a Patient Experience Representative is available to help you.

You may 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 <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, 1-800-868-1019, 800-537-7697 (TDD). Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>.