



Notice of nondiscrimination

West Penn Hospital

West Penn Hospital, a part of Allegheny Health Network, operates and provides care, treatment, and services without discrimination and limitation on the basis of age, AIDS or HIV status, ancestry, race, color, physical or mental disability, sex (including sex characteristics, intersex traits; pregnancy or related conditions; sexual orientation; gender identity, expression or preference; gender dysphoria; and sex stereotypes), national origin, ethnicity, culture, language, socioeconomic status, source of payment, religion/religious creed, union status, or any other characteristic protected by law or regulation in compliance with federal and state regulations and civil rights laws including, but not limited to: Title VI of the Federal Civil Rights Act of 1964 (42 U.S.C.A §§ 2000e – 2000e-17), the Pennsylvania Human Relations Act (43 P. S. §§ 951 – 962.2), the Pennsylvania Department of Health Regulations (28 Pa. Code §§ 51.11 – 51.13), The Joint Commission accrediting standards, the Americans with Disabilities Act of 1990 (42 U.S.C.A. §§ 12101 – 12213), and Section 1557 of the Affordable Care Act. This notice does not create legal obligations above and beyond those contained within established state and federal law.

West Penn Hospital does not discriminate when: providing inpatient or outpatient admission or care; assigning patients or residents to rooms, floors, and sections; asking patients or residents about roommate preferences; assigning staff to patient or resident services; utilization of the health care facility; transfers of patients or residents from their rooms; and granting staff privileges of professionally qualified personnel.

To be inclusive and treat individuals in a nondiscriminatory manner, West Penn Hospital provide individuals the following in a timely manner and free of charge:

- **Language assistance services.** West Penn Hospital will provide language assistance services for individuals with limited English proficiency (including individuals' companions with limited English proficiency) to ensure meaningful access to our programs, activities,



services, and other benefits. Language assistance services may include:

- Electronic and written translated documents
- Qualified interpreters
- **Appropriate auxiliary aids and services.** West Penn Hospital will provide appropriate auxiliary aids and services for individuals with disabilities (including individuals' companions with disabilities) to ensure effective communication. Appropriate auxiliary aids and services may include:
 - Qualified interpreters, including American Sign Language interpreters
 - Video remote interpreting
 - Information in alternate formats (including but not limited to large print, recorded audio, and accessible electronic formats)
- **Reasonable modifications.** West Penn Hospital will provide reasonable modifications for qualified individuals with disabilities, when necessary to ensure accessibility and equal opportunity to participate in our programs, activities, services, or other benefits.

If you believe that West Penn Hospital have failed to provide these services or discriminated in another way based upon race, color, national origin, age, disability, sex, or other grounds set forth above, you can:

1. File a grievance with the Section 1557 Coordinator/Civil Rights Coordinator, the Chief Risk, Audit and Compliance Officer, P.O. Box 22492, Pittsburgh, PA 15222, or by calling 1-866-286-8295 (TTY: 711), or by emailing CivilRightsCoordinator@highmark.com.
2. File a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights via <http://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail at 200 Independence Avenue SW, Room 509F, HHH Building, Washington D.C. 20201, or by calling 1-800-868-1019 or 800-537-7697 (TDD).



Spanish/Español

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-412-359-3131 o hable con su proveedor.

Chinese/中文

注意：如果您说[中文]，我们将免费为您提供语言协助服务。我们还免费提供适当的辅助工具和服务，以无障碍格式提供信息。致电 1-412-359-3131 或咨询您的服务提供商。

Vietnamese/Việt

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-412-359-3131 hoặc trao đổi với người cung cấp dịch vụ của bạn.

Nepali/नेपाली

सावधान: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क भाषिक सहायता सेवाहरू उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायता र सेवाहरू पनि निःशुल्क उपलब्ध छन्। 1-412-359-3131 मा फोन गर्नुहोस् वा आफ्नो प्रदायकसँग कुरा गर्नुहोस्।

Russian/РУССКИЙ

ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 1-412-359-3131 или обратитесь к своему поставщику услуг.



Pennsylvania Dutch/Deutsch

Wann du Deutsch schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: 1-412-359-3131.

Korean/한국어

주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-412-359-3131 번으로 전화하거나 서비스 제공업체에 문의하십시오."

Italian/Italiano

ATTENZIONE: se parli Italiano, sono disponibili servizi di assistenza linguistica gratuiti. Sono inoltre disponibili gratuitamente ausili e servizi ausiliari adeguati per fornire informazioni in formati accessibili. Chiama l'1-412-359-3131 o parla con il tuo fornitore.

Arabic/العربية

كما تتوفر وسائل إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. تنبيه:

اتصل على الرقم مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا.

1-412-359-3131.

French/Français

ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 1-412-359-3131 ou parlez à votre fournisseur.



German/Deutsch

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistentendienste zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Rufen Sie 1-412-359-3131 an oder sprechen Sie mit Ihrem Provider.

Gujarati/ગુજરાતી

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાકીય સહાયતા સેવાઓ તમારા માટે ઉપલબ્ધ છે. યોગ્ય ઓફિસલરી સહાય અને એક્સેસિબલ ફોર્મેટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વિના મૂલ્યે ઉપલબ્ધ છે. 1-412-359-3131 પર કોલ કરો અથવા તમારા પ્રદાતા સાથે વાત કરો.”

Polish/POLSKI

UWAGA: Osoby mówiące po polsku mogą skorzystać z bezpłatnej pomocy językowej. Dodatkowe pomoce i usługi zapewniające informacje w dostępnych formatach są również dostępne bezpłatnie. Zadzwoń pod numer 1-412-359-3131 lub porozmawiaj ze swoim dostawcą.

French Creole/Kreyòl Ayisyen

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-412-359-3131.

Portuguese/Português

ATENÇÃO: Se você fala Português, serviços gratuitos de assistência linguística estão



disponíveis para você. Auxílios e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente. Ligue para 1-412-359-3131 ou fale com seu provedor.