

# Interpretation Services Available

Ingalls Health System complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Please see our website for more information <http://www.ingalls.org/>



**pacificinterpreters**<sup>SM</sup>

A LanguageLine Solutions® Company

**English Translation:** Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.

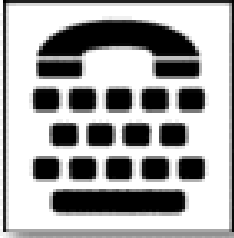
<p><b>Arabic</b> عربي </p> <p>أشر إلى لغتك. وسيتم الاتصال بمترجم فوري. كما سيتم إحضار المترجم الفوري مجاناً.</p>	<p><b>Korean</b> 한국어 </p> <p>귀하께서 사용하는 언어를 지정하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.</p>
<p><b>Cambodian (Khmer)</b> ខ្មែរ (កម្ពុជា) </p> <p>សូមចង្អុលភាសាអ្នក។ យើងនឹងហៅអ្នកបកប្រែភាសាខ្មែរ។ អ្នកបកប្រែភាសានឹងជួយអ្នកដោយមិនគិតថ្លៃ។</p>	<p><b>Mandarin</b> 國語 </p> <p>請指認您的語言，以便為您提供免費的口譯服務。</p>
<p><b>Cantonese</b> 廣東話 </p> <p>請指認您的語言，以便為您提供免費的口譯服務。</p>	<p><b>Polish</b> Polski </p> <p>Proszę wskazać swój język i wezwiemy tłumacza. Usługa ta zapewniana jest bezpłatnie.</p>
<p><b>French</b> Français </p> <p>Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.</p>	<p><b>Portuguese</b> Português </p> <p>Indique o seu idioma. Um intérprete será chamado. A interpretação é fornecida sem qualquer custo para você.</p>
<p><b>German</b> Deutsch </p> <p>Zeigen Sie auf Ihre Sprache. Ein Dolmetscher wird angefordert. Der Dolmetscher ist für Sie kostenlos.</p>	<p><b>Russian</b> Русский </p> <p>Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.</p>
<p><b>Greek</b> Ελληνικά </p> <p>Δείξτε τη γλώσσα σας και θα καλέσουμε ένα διερμηνέα. Ο διερμηνέας σας παρέχεται δωρεάν.</p>	<p><b>Somali</b> Af-Soomaali </p> <p>Farta ku fiqluqadaada... Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.</p>
<p><b>Gujarati</b> ગુજરાતી </p> <p>તમારી ભાષાનો ઉલ્લેખ કરો. દુભાષિયાને બોલાવી શકાશે. દુભાષિયાને બોલવવામાં તમારે ખર્ચ આપવો નહિ પડે.</p>	<p><b>Spanish</b> Español </p> <p>Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.</p>
<p><b>Hindi</b> हिंदी </p> <p>अपनी भाषा को इंगित करें। जिसके अनुसार आपके लिए दुभाषिया बुलाया जाएगा। आपके लिए दुभाषिया की निशुल्क व्यवस्था की जाती है।</p>	<p><b>Tagalog</b> Tagalog </p> <p>Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.</p>
<p><b>Italian</b> Italiano </p> <p>Indicare la propria lingua. Un interprete sarà chiamato. Il servizio è gratuito.</p>	<p><b>Urdu</b> اردو </p> <p>اپنی زبان پر اشارہ کریں۔ ایک ترجمان کو بلاجائے گا۔ ترجمان کا انتظام آپ پر بغیر کسی خرچ کے کیا جائے گا۔</p>
<p><b>Japanese</b> 日本語 </p> <p>あなたの話す言語を指してください。無料で通訳サービスを提供します。</p>	<p><b>Vietnamese</b> Tiếng Việt </p> <p>Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.</p>

© 2014 Pacific Interpreters

Language Solutions: Over-the-Phone, Video Remote, and Onsite Interpreting / Bilingual and Interpreter Staff Testing and Training / Translation and Localization

[www.pacificinterpreters.com](http://www.pacificinterpreters.com)

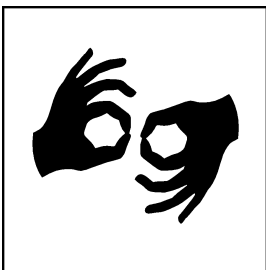




## Hearing Impaired Services Available

Ingalls Memorial Hospital provides the following services to Hearing-Impaired/Deaf Patients and visitors at no charge:

- Certified Sign Language (ASL) Interpreters;
- Non-verbal text telephones (TTY) are available upon request;
- Illinois Relay Center: dial 711 or 800-526-0857 to serve as a facilitator between TTY and voice users.





Memorial Hospital

One Ingalls Drive, Harvey, Illinois 60426 (708) 333-2300

**LEGAL NOTICE TO PATIENTS  
PHYSICIANS ARE NOT EMPLOYEES OR AGENTS OF  
INGALLS MEMORIAL HOSPITAL OR  
THE UNIVERSITY OF CHICAGO MEDICINE**

**Please read carefully.**

The law in Illinois requires Ingalls Memorial Hospital (“Ingalls”) and The University of Chicago Medicine to tell you that:

- Your physicians, including but not limited to, your personal/attending physician, emergency room and urgent aid physicians, radiologists, pathologists, anesthesiologists, on-call physicians, consulting physicians, surgeons, obstetricians/gynecologists, residents and allied health care providers working with those physicians, are not employees or agents of Ingalls or The University of Chicago Medicine.
- Your physicians and the allied health care professionals working with those physicians are independent medical practitioners who have been permitted to use Ingalls for the care and treatment of their patients. As independent medical practitioners, they exercise their own professional judgment in caring for their patients and they are not supervised or controlled by Ingalls or The University of Chicago Medicine.
- Your physicians will bill you separately from Ingalls for their services.
- You have the right to choose your own physicians and the right to change any of your physicians at any time.

I have read and understand all of this form. I understand all of the information being provided to me in this document. I understand and agree that the physicians and the allied health care professionals working with those physicians are not employees or agents of Ingalls or The University of Chicago Medicine. By accepting this form, I am saying that I understand and agree to what it says.

\_\_\_\_\_

Patient

\_\_\_\_\_

Date

\_\_\_\_\_

Witness

\_\_\_\_\_

Signature of Interpreter

\_\_\_\_\_

Language

\_\_\_\_\_

Date



## **DISCRIMINATION IS AGAINST THE LAW**

Ingalls Memorial Hospital (“Ingalls”) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Ingalls does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Ingalls provides:

- Free aids and services to people with disabilities to communicate effectively with us; and
- Free language services to people whose primary language is not English.

If you need these services, contact a staff member or the Patient Representative.

If you believe that Ingalls 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:

Ingalls Patient Representative  
71 W. 156<sup>th</sup> Street, Suite 500  
Harvey, Illinois 60426  
T: (708) 915-5112  
F: (708) 333-9135  
E-mail: [contact@ingalls.org](mailto:contact@ingalls.org)

You may file a grievance in person or by mail, fax, or email. If you need help filing a grievance the Patient 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, D.C. 20201  
T: (800) 368-1019  
TDD: (800) 537-7697

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