

# Important information

## We care for all who need it.

Saint Joseph Health System honors the sacredness and dignity of every person, complies with applicable federal civil rights laws and does not discriminate on the basis of protected classes, including but not limited to race, color, national origin, age, disability or sex.

### Saint Joseph Health System:

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 our Patient Grievance Coordinator.

If you believe that Saint Joseph Health System 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 in person, by phone or by email to:

**Saint Joseph Health System Mishawaka Medical Center Patient Grievance Coordinator**  
1.574.335.2456  
sj01grievance@sjrmc.com

**Saint Joseph Health System Plymouth Medical Center and Saint Joseph Physician Network Patient Grievance Coordinator**  
1.574.948.5004  
sj01grievance@sjrmc.com

If you need help filing a grievance, our Saint Joseph Health System Patient Grievance Coordinators are available to help you.

### U.S. Department of Health and Human Services

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically via Web, by mail or phone to:

**U.S. Department of Health and Human Services**  
200 Independence Ave., SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
**Phone:** 1.800.368.1019 • TTY 1.800.537.7697  
**Web address:** [ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf)  
**Complaint forms are available at:**  
[hhs.gov/ocr/office/file/index.html](https://hhs.gov/ocr/office/file/index.html)

#### Spanish:

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-574-335-7003.

#### Pennsylvanian Dutch:

Wann du [Deutsch (Pennsylvania German/Dutch)] schwetzsch, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: 1-574-335-7003.

#### French:

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-574-335-7003.

#### Russian:

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги 1-547-335-7003 перевода. Звоните 1-574-335-7003.

#### Japanese:

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-574-335-7003 まで、お電話にてご連絡ください。

#### Dutch:

AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten. Bel 1-574-335-7003.

#### Hindi:

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-574-335-7003 पर कॉल करें।

#### Burmese:

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။  
ဖုန်းနံပါတ် 1-574-335-7003 သို့ ခေါ်ဆိုပါ။

#### 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 1-574-335-7003。

#### German:

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-574-335-7003.

#### Korean:

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-574-335-7003 번으로 전화해 주십시오.

#### Vietnamese:

CHÚ Ý: Nu bn nói Ting Vit, có các dch v h tr ngôn ng min phí dành cho bn. Gi s 1-574-335-7003.

#### Filipino (Tagalog):

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-574-335-7003.

#### Arabic:

ملاحظة: إذا كنت تتحدث بلغة إنجليزية، فإن خدمات المساعدة اللغوية متوفرة مجاناً. اتصل بالرقم 1-574-335-7003.

#### Punjabi:

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-574-335-7003 'ਤੇ ਕਾਲ ਕਰੋ।

The care and comfort of our patients is our highest priority.