

Notice Informing Individuals about Nondiscrimination and Accessibility

Ochsner LSU Health Shreveport (OLHS) complies with applicable Federal civil rights laws and does not discriminate against any person on the basis of race, color, national origin, gender, religion, age, veteran status, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)) in admission to, participation in, or receipt of the services and benefits of any of its programs and activities or in employment therein, whether carried out by OLHS directly or through a contractor or any other entity with whom OLHS arranges to carry out its programs and activities.

- OLHS provides free aids and services, such as qualified sign language interpreters and written information in other formats, to people with disabilities to communicate effectively with us.
- OLHS provides free language services, such as qualified interpreters and information written in other languages, to people whose primary language is not English.

Language assistance services are available 24/7, free of charge, via over-the-phone and video remote interpreters. If you need an interpreter, please call 833-896-6586. For more information, please visit: <https://www.ochsnerlsuhs.org/patients-visitors/visiting-our-centers/accessibility-language-services>

Ochsner's 1557 Coordinator oversees Ochsner's patient discrimination grievance procedure and investigations conducted by our Patient & Provider Advocacy team. If you believe that OLHS has failed to provide these services or discriminated in another way on the basis of race, color, national origin, gender, age, disability, or sex, you can file a grievance here:

Ochsner LSU Health | Attn: Patient & Provider Advocacy
1541 Kings Highway, Shreveport, LA 71103
1-844-959-HEAR (4327)
Email: Patientadvocate@ochsnerlsuhs.org

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, DC 20201, **1-800-368-1019, 800-537-7697 (TDD)**.

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html

This notice is available on our website: <https://www.ochsnerlsuhs.org/patients-visitors/notice-of-nondiscrimination-and-accessibility>

Arabic

نم لکلذو، أن اجم، عوبسألمايأ ل اوطهعاسلا رادم یلع ؤیوغلل ا تدعاسملا تامدخ رفوتت، مچرتم ل ا ؤعاجب تنک اذا. دعب نع ویديفلأ وأ فتاهل ا ربع نیی هفش نیی مچرتم ل ا ل ا عقوقملا قرایز یچری، تامول عملما نم دیزم. **833-896-6586** مقرلا یلع ل اصلتال ا یچری یل اتلا: <https://www.ochsner.org/patients-visitors/patient-services/language-and-translation-services>

Chinese (Simplified)

全天候免费提供语言援助服务，包括电话或视频通话远程口译。如果需要口译员，请致电**833-986-6586**。欲了解更多信息，请访问：<https://www.ochsner.org/patients-visitors/patient-services/language-and-translation-services>

Farsi

رد رود هار زا ییویدیو مچرتم و نفلت قی رطزا، ناگیار، هت عاس 24 ی هافش همچرت تامدخ دیریگب سامت **833-896-6586** هرامش اب ا فطل، دیراد زاین مچرتم هب رگا. بتسا سرتسد. دینک ه عجارم ریز سردآ هب ا فطل رتشیب تا عطل ا یارب: <https://www.ochsner.org/patients-visitors/patient-services/language-and-translation-services>.

French

Les services d'assistance linguistique sont disponibles 24h/24-7j/7. Vous pouvez faire appel à un interprète gratuitement par téléphone ou par visioconférence. Si vous avez besoin d'un interprète, appelez le **833-896-6586**. Pour plus d'informations, visitez le site web <https://www.ochsner.org/patients-visitors/patient-services/language-and-translation-services>.

German

Sprachassistentendienste sind 24/7 kostenlos von Telefon- und Video-Dolmetscher verfügbar. Wenn Sie eine Dolmetscherin oder einen Dolmetscher benötigen, rufen Sie bitte **833-896-6586** an. Weitere Informationen finden Sie unter: <https://www.ochsner.org/patients-visitors/patient-services/language-and-translation-services>

Japanese

多言語サポートサービスは、電話およびビデオによる遠隔通訳により、年中無休で無料でご利用いただけます。通訳が必要な場合は、**833-896 6586**までお電話ください。詳細についてはこちらをご覧ください。 <https://www.ochsner.org/patients-visitors/patient-services/language-and-translation-services>

Korean

언어 지원 서비스는 전화 및 화상 원격 통역사를 통해 연중무휴 24시간 무료로 제공됩니다. 통역이 필요하시면 **833-896-6586**으로 전화해 주세요. 자세한 내용은 여기를 참조하세요: <https://www.ochsner.org/patients-visitors/patient-services/language-and-translation-services>

LAO

ນິພົດການຊ່ວຍເຫຼືອທາງພາສາໃຫ້ບໍລິການ 24 ຊົ່ວໂມງທຸກມື້ ໂດຍບໍ່ເສຍຄ່າ ຜ່ານທາງໂທລະສັບແລະວິດີໂອທາງໂກຈາກນາຍແປພາສາ. ຖ້າທ່ານຕ້ອງການນາຍພາສາ, ກະລຸນາໂທຫາ **833-896-6586**. ສໍາລັບຂໍ້ມູນເພີ່ມເຕີມ, ກະລຸນາຢ້ຽມຊົມ: <https://www.ochsner.org/patients-visitors/patient-services/language-and-translation-services>

Portuguese

Os serviços de assistência de idiomas estão disponíveis 24 horas por dia, 7 dias por semana, gratuitamente, por meio de interpretação remota por telefone e vídeo. Se você precisar de um intérprete, ligue para o número: **833-896-6586**. Para obter mais informações, acesse: <https://www.ochsner.org/patients-visitors/patient-services/language-and-translation-services>

Russian

Услуги по языковой помощи предоставляются бесплатно 24/7 через телефонных и видеопередовчиков. Если вам нужен переводчик, звоните по телефону **833-896-6586**. Дополнительную информацию можно получить на сайте: <https://www.ochsner.org/patients-visitors/patient-services/language-and-translation-services>

Spanish

Ofrecemos servicios de asistencia lingüística gratis las 24 horas, todos los días de la semana, con interpretación remota por teléfono o video. Si necesita un intérprete, llame al **833-896-6586**. Si necesita más información, ingrese en <https://www.ochsner.org/patients-visitors/patient-services/language-and-translation-services>

Tagalog

Available ang mga serbisyo ng tulong sa wika 24/7, nang walang bayad, sa pamamagitan ng telephono at mga video remote na tagapagsalin. Kung kailangan mo ng tagapagsalin, mangyaring tumawag sa **833-896-6586**. Para sa karagdagang impormasyon, pakibisita ang: <https://www.ochsner.org/patients-visitors/patient-services/language-and-translation-services>

Thai

มีบริการช่วยเหลือด้านภาษาพร้อมให้บริการตลอด 24 ชั่วโมงทุกวัน ไม่เสียค่าใช้จ่ายใดๆ ด้วยบริการล่ามทางโทรศัพท์และวิดีโอทางไกล หากคุณต้องการล่าม โปรดโทร **833-896-6586** สำหรับข้อมูลเพิ่มเติม โปรดไปที่: <https://www.ochsner.org/patients-visitors/patient-services/language-and-translation-services>

Urdu

پے عے رڈے کن سونامچرت ٹومیر ویڈیو روا نوف، مضواعم الب تامدخ یک ددم یک نابز، **833-896-6586** مرک ہارب وت، وہ ضرورض یک مچرتم وک پآ رگا۔ نیہ باایتسد 24/7 <https://www.ochsner.org/patients-visitors/patient-services/language-and-translation-services>