Notice of non-discrimination

Johnson City Medical Center

Ballad Health, its team members and providers, comply with Federal civil rights laws and does not discriminate, exclude people, or treat them differently because of age, race, color, national origin, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression.

Laws such as the Americans with Disabilities Act ("ADA") prohibit discrimination against people with disabilities. Ballad Health is committed to providing equal access to patients, family members, and companions with disabilities. To ensure effective communication, Ballad Health provides qualified sign language and oral interpreters, and other auxiliary aids and services free of charge for patients, family members, and companions, who are deaf or hard of hearing, have speech disabilities, are blind or have low vision. Ballad Health also provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

To request auxiliary aids or services, please speak to your nurse or you may contact the House Supervisor: 423.946.2721. The House Supervisor is available 24/7 to assist with communication needs. For telephone assistance in Tennessee, use the Relay Service: TTY 1.800.848.0298 or Voice 1.800.848.0299. The hospital will accept collect calls.

If you believe that Ballad Health has failed to provide these services or discriminated on the basis of age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, gender identity or expression you can file a grievance with the Ballad Health Corporate Compliance Officer (Civil Rights Coordinator) in writing at 400 N. State of Franklin Rd., Johnson City, TN 37604 or by phone at 423.302.3345 or toll free at 1.800.535.9057.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, 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 Ave. SW
Room 509F, HHH Building
Washington, DC 20201
1.800.368.1019,
1.800.537.7697 (TDD)

State of Tennessee Division of Health Care Facilities
Centralized Complaint Intake Unit
665 Mainstream Dr., Second Floor
Nashville, TN 37243
1.877.287.0010

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 423.946.2721

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 423.946.2721 هاتف الصم والبكم

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 423.946.2721

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 423.946.2721

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 423.946.2721 번으로 전화해 주십시오

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 423.946.2721

ໂປດຊາບ: ຖ ້າວ ່າທ ່ານເວ ້າພາສາ ລາວ, ການບ ລິ ການຊ ່ວຍເຫ ຼືອດ ້ານພາສາ, ໂດຍບ ່ເສັ ຽຄ ່າ, ແມ ່ນມ ີພ ້ອມໃຫ ້ທ ່ານ. ໂທຣ 423.946.2721

ማስታወሻ: የሚናገሩት ቋንቋ ኣማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጀተዋል፡ ወደ ሚከተለው ቁጥር ይደውሉ 423.946.2721

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 423.946.2721

Dhyāna: Tamē gujarātī bhāṣā sahāya sēvā'ō vinā mūlyē, vāta, tō tamē karavā māṭē upalabdha chē. Kōla karō 423.946.2721

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。423.946.2721まで、お電話にてご連絡ください

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 423.946.2721

ध्यान द: यद आप हदी बोलते ह तो आपके िलए मुफ्त म भाषा सहायता सेवाएं उपलब्ध ह। 423.946.2721 पर कॉल कर

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 423.946.2721

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما 423.946.2721 فراهم می باشد. با تماس بگیرید

For more information about the ADA, call the Department of Justice's toll-free ADA Information Line at 1.800.514.0301 (voice), 1.800.514.0383 (TTY) or visit the ADA Home Page at www.ada.gov.

BalladHealth™
It's your story. We're listening.