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Johns Hopkins Medicine Entities:

- provide 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); and
- provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages

If you need these services, you or your representative may inform a member of your treatment team, such as a nurse, advance practice practitioner, or physician.

If you or your representative believe that the Johns Hopkins Entity from which you are receiving medical services has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you or your representative may contact the Patient Relations office to initiate a formal complaint or grievance.

If you need help with submitting your grievance, you may obtain assistance from the Patient Relations Office or other appropriate point of contact at your Johns Hopkins Medicine Entity at the corresponding phone number below:

Howard County General Hospital 5755 Cedar Lane Columbia, MD 21044 410-720-8200 hcghpatientrelations@jhmi.edu	Johns Hopkins All Children's Hospital 501 Sixth Avenue South St. Petersburg, FL 33701 727-767-8959 1-800-456-4543, ext. 78959 achRiskManagement@jhmi.edu
Johns Hopkins Bayview Medical Center 4940 Eastern Ave. Baltimore, MD 21224 410-550-0626 patientexperiencebayview@jhmi.edu	Johns Hopkins Community Physicians 3100 Wyman Park Dr. Baltimore, MD 21211 410-516-0106 jhcpFeedback@jhmi.edu
Johns Hopkins Elder Plus Program 4940 Eastern Avenue Mason F. Lord Building; East Tower 1 st Floor Baltimore, MD 21224 410-550-7044	Johns Hopkins HealthCare Nondiscrimination Grievance Telephone numbers: 844-697-4071 or 844-422-6957 Nondiscrimination Grievance TTY number: 711 Nondiscrimination Grievance Fax numbers: 410-762-1502 or 410-762-1527 Nondiscrimination Grievance Email addresses: compliance@jhhc.com or medicarecompliance@jhhc.com
Johns Hopkins Home Care Group 5901 Holabird Avenue, Suite A Baltimore, MD 21224 410-288-6320 PtExperience_JHHC@jhmi.edu	The Johns Hopkins Hospital 600 N. Wolfe Street Baltimore, MD 21287 410-955-2273 PatientRelations@jhmi.edu
Ophthalmology Associates 600 N. Wolfe Street Baltimore, MD 21287 410-955-2273 PatientRelations@jhmi.edu	Sibley Memorial Hospital 5355 Loughboro Road Washington, DC 20016 202-537-4486 sibleypatrelations@jhmi.edu
Signature OB/GYN 600 N. Wolfe Street Baltimore, MD 21287 410-955-2273 PatientRelations@jhmi.edu	Suburban Hospital 8600 Old Georgetown Road Bethesda, MD 20814 301-896-3822 suburbanpatrelations@jhmi.edu

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, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

English

ATTENTION: If you speak a non-English language, we offer you language assistance services, free of charge. Call 1-410-614-4685 (TTY: 711).

Amharic

ማሳሰቢያ: የሚናገሩት ቋንቋ ኣማርኛ ከሆነየትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 410-614-4685 (መስማት ለተሳናቸው፡ 711)።

Arabic

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-410-614-4685 (رقم هاتف الصم والبكم: 711).

Bengali

লক্ষ্যকরুন: যদি আপনি বাংলা, কথাবলতে পারেন, তাহলে নিঃখরচায় ভাষাসহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন 1-410-614-4685 (TTY: 711)

Burmese

သတိပြုရန် - အကယ်၍ သင်သည် မြန်မာစကား ကို ပြောပါက၊ ဘာသာစကား အကူအညီ၊ အခမဲ့၊ သင့်အတွက် စီစဉ်ဆောင်ရွက်ပေးပါမည်။ ဖုန်းနံပါတ် 1-410-614-4685 (TTY: 711) 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 410-614-4685 (TTY : 711) 。

French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 410-614-4685 (ATS : 711).

French Creole (Haitian Creole)

ATANSYON: Si w pale KreyòlAyisyen, gen sèvisèdpoulangkidisponib gratis pouou. Rele 410-614-4685 (TTY: 711).

German

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 410-614-4685 (TTY: 711).

Greek

ΠΡΟΣΟΧΗ: Αν ομιλείτε ελληνικά, σας παρέχονται δωρεάν υπηρεσίες γλωσσικής βοήθειας. Καλέστε στο 410-614-4685 (Λειτουργία τηλεφώνου κειμένου: 711).

Gujarati

સુચના: જો તમેગુજરાતી બોલતા હો,તો નિ:શુલ્ક ભાષાસહાયસેવાઓતમારામાટેઉપલબ્ધછે. ફોન કરો 410-614-4685 (TTY: 711).

Hindi

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 410-614-4685 (TTY: 711) पर कॉल करें।

Ibo

Igenti: O burunaasu Ibo asusu, enyemakadirigi site na call 1-410-614-4685 (TTY: 711).

Italian

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 410-614-4685 (TTY:711).

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。410-614-4685 (TTY:711) まで、お電話にてご連絡ください。

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 410-614-4685 (TTY: 711)번으로 전화해 주십시오.

Kru (Bassa),

Dèdèniàkedyédégbo: Ɔ jùké m̄ [Bàsóò-wùdù-po-nyò] jùní, níí, à wuɖukàkòdòpo-poò béin m̄ gbokpáa. Dá 410-614-4685 (TTY: 711)

Mon-Khmer, Cambodian

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដោយមិនគិតល្អិតអត់មានសំរាប់បំរើអ្នក។ ចូរទូរស័ព្ទ 1-410-614-4685 (TTY: 711)។

Pennsylvania Dutch

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 410-614-4685 (TTY: 1-711).

Persian (Farsi)

توجه: اگر به فارسی صحبت می کنید، خدمات ترجمه به صورت رایگان در اختیارتان قرار می گیرد. با 410-614-4685 (TTY: 711) تماس بگیرید.

Polish

UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 410-614-4685 (TTY: 711).

Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 410-614-4685 (TTY: 711).

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 410-614-4685 (телетайп: 711).

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 410-614-4685. (TTY: 711).

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-410-614-4685 (TTY: 711).

Thai

เรียน :ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 410-614-4685TTY: 711)

Urdu

توجه فرمائیں: اگر آپ اردو زبان بولتے ہیں، تو زبان میں معاونت کی خدمات آپ کو مفت میں دستیاب ہیں۔ کال کریں 410-614-4685 (TTY: 711)

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-410-614-4685 (TTY: 711).

Yoruba

AKIYESI: Ti o bansoede Yoruba ofeniiranlowoloriedewa fun yin o. E peeroibanisoroyi 410-614-4685 (TTY: 711).

