Nondiscrimination and Free Language Assistance

Ask any staff member for a large-print or other accessible copy. Online: www.bridgewayhealthky.com/nondiscrimination

Notice of Nondiscrimination

Bridgeway Health PLLC | Section 1557

Bridgeway Health PLLC follows applicable federal civil rights laws. In our health programs and activities, we do not exclude people, deny benefits, or treat people differently because of race, color, national origin (including limited English proficiency or primary language), sex, age, or disability.

Free access and communication support

We make reasonable changes to policies and practices when needed so people with disabilities can participate in care. We also provide appropriate communication aids and services, such as qualified sign language interpreters and information in large print, braille, or other accessible formats, when needed. These supports are provided promptly and at no cost to you.

When needed to help people with limited English proficiency understand and participate in care, we provide qualified spoken-language interpreters and translations of written and electronic information promptly and at no cost to you.

To request help, tell any staff member or call (606) 202-7654. Relay users may dial 711. The Notice of Availability that follows explains these free services in additional languages.

Concerns and discrimination complaints

If you believe Bridgeway has discriminated against you or has not provided needed access or communication support, you may file a grievance in person, by phone, by mail, by secure fax, or by email. Contact Bridgett Chowning, MS, OTR/L, Owner, at (606) 202-7654 or bridgett@bridgewayhealthky.com. Mail: 1007 Cumberland Falls Hwy, Suite 3, Corbin, KY 40701. Secure fax: (606) 262-7903. Avoid sensitive health details in ordinary email; call or use our approved secure communication system for those details.

We can help you file a grievance. BWH-104 explains our grievance procedure. You may contact an outside agency directly without first using our process. Raising a concern will not affect your care, and retaliation is prohibited.

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights (OCR):

- Online: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf
- Mail: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201
- Phone: 1-800-368-1019 | TDD: 1-800-537-7697
- Complaint forms: https://www.hhs.gov/ocr/complaints/

Website: www.bridgewayhealthky.com. Ask any staff member for an accessible copy of these notices.

Accessibility and communication assistance

If you need language or disability-related communication assistance, tell any staff member or call (606) 202-7654. We arrange needed assistance promptly and without charge to you. You do not need to bring or pay for your own interpreter.

- Qualified spoken-language interpretation, in person or remotely as appropriate, and translation of written or electronic information when needed for meaningful access.
- Qualified sign language interpretation or other appropriate communication aids, chosen to provide effective communication for the situation.
- Written materials in large print or another accessible format.
- Reasonable changes to policies or practices, such as additional time or a quieter space, when needed to participate in care.

You may use Form BWH-310 to tell us what you need, but the form is optional. We do not require a family member or friend to interpret and do not use a minor child except in a temporary emergency situation allowed by law. Tell staff if the assistance provided is not effective.

Notice of Availability

Free language assistance and communication aids | Bridgeway Health PLLC

English

Free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call (606) 202-7654 or speak to any Bridgeway staff member. Relay users may dial 711.

Spanish | Español

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares

apropiados para proporcionar información en formatos accesibles. Llame al 606-202-7654 o hable con su proveedor.

Chinese | 中文

注意：如果您說中文，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。請致電 606-202-7654 或與您的提供者討論。

German | Deutsch

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistenzdienste zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung. Rufen Sie 606-202-7654 an oder sprechen Sie mit Ihrem Provider.

Vietnamese | Tiếng Việt

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 606-202-7654 hoặc trao đổi với người cung cấp dịch vụ của bạn.

Arabic | العربية

تنبيه: إذا كنت تتحدث اللغة العربية، فستتوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا. تحدث إلى مقدم الخدمة. 606-202-7654-

Serbian | Српски

За бесплатну помоћ у вези са језиком и помагала и услуге, позовите 606-202-7654 (TTY: 711).

Japanese | 日本語

注：日本語を話される場合、無料の言語支援サービスをご利用いただけます。アクセシブル（誰もが利用できるよう配慮された）な形式で情報を提供するための適切な補助支援やサービスも無料でご利用いただけます。606-202-7654 までお電話ください。または、ご利用の事業者にご相談ください。

French | Français

ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement. Appelez le 606-202-7654 ou parlez à votre fournisseur.

Korean | 한국어

주의: 한국어를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 606-202-7654번으로 전화하거나 서비스 제공업체에 문의하십시오.

Pennsylvania German | Pennsylvanisch Deitsch

ACHTUNG: Wann du Pennsylvanisch Deitsch schwetzscht, sin Hilfsdienst fer die Sprooch fer dich gratis verfügbar. Passende Hilfsmittel un Dienscht, fer Informatione in zugängliche Formate ze gebbe, sin aa gratis verfügbar. Ruf 606-202-7654 oder schwetz mit dein Anbieter.

Nepali | नेपाली

सावधान: यदि तपाईं नेपाली भाषा बोल्नुहुन्छ भने तपाईंका लागि नि:शुल्क भाषिक सहायता सेवाहरू उपलब्ध छन्। पहुँचयोग्य ढाँचाहरूमा जानकारी प्रदान गर्न उपयुक्त सहायता र सेवाहरू पनि निःशुल्क उपलब्ध छन्। 606-202-7654 मा फोन गर्नुहोस् वा आफ्नो प्रदायकसँग कुरा गर्नुहोस्।

Oromo | Afaan Oromoo

Tajaajiloota deeggarsa afaan bilisaa fi gargaarsaa fi tajaajiloota barbaachisaa ta’an argachuuf bilbilaa. 606-202-7654 (TTY: 711).

Russian | Русский

ВНИМАНИЕ: Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно. Позвоните по телефону 606-202-7654 или обратитесь к своему поставщику услуг.

Tagalog

PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyong tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa 606-202-7654 o makipag-usap sa iyong provider.

Kirundi | Ikirundi

Serivisi z’ubufasha mu ndimi zitangwa ku buntu zirahari. Hari n’ibikoresho n’ubufasha bukwiriye bwo gutanga amakuru mu buryo bworoshye kugerwaho, nabyo biboneka ku buntu. 606-202-7654 (TTY: 711).

Bosnian | Bosanski

PAŽNJA: Ako govorite bosanski, dostupne su vam besplatne jezičke usluge. Odgovarajuća pomagala i usluge za pružanje informacija u pristupačnim formatima također se pružaju besplatno. Pozovite 606-202-7654 ili kontaktirajte svog pružatelja usluga.

Somali | Soomaali

FIIRO GAAR AH: Haddaad ku hadasho Soomaali, adeegyo kaalmada luuqadda ah oo bilaash ah ayaad heli kartaa. Qalab caawinaad iyo adeegyo oo habboon si loogu bixiyo macluumaadka qaabab la adeegsan karo ayaa sidoo kale bilaa lacag heli karaa. Wac 606-202-7654 ama la hadal bixiyahaaga.

Swahili | Kiswahili

MAKINIKA: Ikiwa wewe huzungumza Kiswahili, msaada na huduma za lugha bila malipo unapatikana kwako. Vifaa vya usaidizi vinavyofaa na huduma bila malipo ili kutoa taarifa katika mifumo inayofikiwa pia inapatikana bila malipo. Piga simu 606-202-7654 au zungumza na mtoa huduma wako.