

Nondiscrimination and Accessibility Notice Section 1557 of the Affordable Care Act

Policy

Desert Oasis Healthcare complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, sexual orientation, age, disability, or sex. Desert Oasis Healthcare does not exclude people or treat them differently because of race, color, national origin, sexual orientation, age, disability, or sex.

Desert Oasis Healthcare:

- Provides aids and services at no cost 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 Customer Service Department at **760-320-5134**. TTY users dial **711**.

If you believe that Desert Oasis Healthcare 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 with:

Attn: Compliance Officer/Privacy Officer Desert Oasis Healthcare. 275 N. El Cielo Rd., Ste. D410, Palm Springs, CA 92262.

Phone: (760) 320-4122 TTY: 711 Fax: (760) 320-4374 Email: cschroeder@mydohc.com

You can file a grievance in person or by mail or email.

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, which is 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>.

Such complaints must be filed within 180 days of the date of the alleged discrimination.

Getting Help in Your Language

English

ATTENTION: If you speak another language, language assistance services, free of charge, are available to you. Call **760-320-5134**, TTY **711**.

Español (Spanish)

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al **760-320-5134**, TTY **711**.

Tiếng Việt (Vietnamese)

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số **760-320-5134**, TTY **711**.

Tagalog (Tagalog–Filipino)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa **760-320-5134**, TTY **711**.

한국어 (Korean)

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. **760-320-5134**, TTY **711**.

繁體中文 (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 **760-320-5134**, TTY **711**.

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Հայերեն (Armenian)

ՈւժԵՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Չանգահարեք **760-320-5134** (TTY (հեռատիպ)՝ **711**)

Русский (Russian)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните **760-320-5134** (телетайп: **711**).

فارسی (Farsi)

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما تماس بگیرید. **711** (TTY: **711**). فراهم می باشد. با **760-320-5134**

日本語 (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。**760-320-5134**, (TTY: **711**).まで、お電話にてご連絡ください。

Hmoob (Hmong) LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau **760-320-5134**, TTY **711**.

ਪੰਜਾਬੀ (Punjabi)

ਧਿਆਨ ਧਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬ ਬੋਲਿ ਰੋ, ਤੀਂ ਭਾਸ਼ਾ ਧ ਿੱਚ ਸਹਾਇਤਾ ਸੇ ਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਿ ਹੈ। **760-320-5134**. (TTY: **711**). 'ਤੇ ਕਾਲ ਕਰੋ।

العربية (Arabic)

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم **760-320-5134**. رقم
هاتف الصم والبكم: TTY **711**.

हिंदी (Hindi) ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं।
760-320-5134, TTY **711**. पर कॉल करें।

ภาษาไทย (Thai)

เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร **760-320-5134**, TTY **711**.

ខ្មែរ (Cambodian)

ប្រយ័ត្ន: អើសិនជាអ្នកនិយាយភាសាខ្មែរ, រសវាជំនួយមននកភាសា រោយមិនគិតថ្លៃ គឺអាច
មានសំរាប់អ្នក។ ចូ ទូ ស័ព្ទ **760-320-5134**, TTY **711**. ។

ພາສາລາວ (Lao)

ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ,
ໂດຍບໍ່ເສຍຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ **760-320-5134**, TTY **711**.