

Nondiscrimination/Accessibility Notice

November 18, 2024

UnityPoint Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes). UnityPoint Health does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

UnityPoint Health:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services 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 assistance services to people whose primary language is not English, which may include:
 - Qualified interpreters
 - Information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact a UnityPoint Health team member or call (319) 206-7898.

unitypoint.org

If you believe that UnityPoint Health 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 the Patient Rights Contact for the location where you are receiving care. Contact information is provided below. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Patient Rights Contact is available to help you.

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>. For more information, ask for the UnityPoint Health Patient Rights & Responsibilities Brochure. The Brochure and this notice are available at: www.unitypoint.org.

Patient Rights Contact

Phone: (319) 206-7898

Email: UPCPatientExperience@unitypoint.org

UnityPoint Clinic

Attn: UPC Patient Experience

1776 West Lakes Parkway, Suite 400

West Des Moines, IA 50266




UnityPoint Clinic

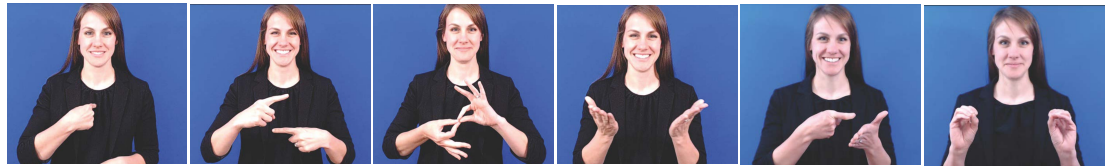
Language Assistance



If you have difficulty understanding English or have a disability, free language assistance or other aids and services are available upon request.

 (319) 206-7898

AMERICAN SIGN LANGUAGE (ASL)



ARABIC

إذا كنت تواجه صعوبة في فهم اللغة الإنجليزية أو كنت تعاني من إعاقة ما، تتوفر المساعدات اللغوية أو غيرها من المساعدات والخدمات مجانًا عند الطلب.

BOSNIAN

Ako imate poteškoća s razumijevanjem engleskog jezika ili ako imate invalidnost, besplatna jezička pomoć ili druge vrste pomoći i usluge vam stoje na raspolaganju na zahtjev.

BURMESE

သင့်အနေဖြင့် အင်္ဂလိပ် စကားကို နားလည်ရန် အခက်အခဲ ရှိပါက သို့မဟုတ် မသန်စွမ်းမှု တစ်ခုခု ရှိပါက ဘာသာစကား အခမဲ့ အကူအညီ သို့မဟုတ် အခြား အကူအညီနှင့် ဝန်ဆောင်မှုများကို တောင်းခံ ရယူနိုင်သည်။

CHINESE (MANDARIN)

如果您理解英語有困難或有殘疾，可應要求提供免費語言援助或其他幫助和服務。

DARI

اگر برای فهمیدن انگلیسی مشکل دارید و یا مصاب کدام ناتوانی هستید، کمک های زبانی رایگان و یا سایر کمک ها و سرویس ها حسب تقاضا برای شما فراهم خواهند شد.

FARSI

اگر از درک زبان انگلیسی با مشکل مواجهید یا از درک آن عاجز هستید، کمک های زبانی بصورت مجانی یا سایر کمک ها و خدمات در دسترس هستند. لطفاً تماس بگیرید.

FRENCH/CAJUN

Si vous avez des difficultés à comprendre l'anglais ou si vous souffrez d'un handicap, une assistance linguistique gratuite ou d'autres aides et services sont disponibles sur demande.

GERMAN

Wenn Sie Schwierigkeiten haben, die englische Sprache zu verstehen oder eine Behinderung haben, erhalten Sie auf Anfrage kostenlose Unterstützung in Ihrer Sprache oder andere Hilfsmittel und Dienstleistungen.

GREEK

Εάν έχετε δυσκολία στην κατανόηση των αγγλικών ή έχετε αναπηρία, διατίθεται δωρεάν γλωσσική συνδρομή ή άλλα βοηθήματα και υπηρεσίες κατόπιν αιτήματος.

GUJARATI

જો તમને અંગ્રેજી સમજવામાં મુશ્કેલી પડતી હોય અથવા તમે અક્ષમ હોય, તો વિનંતી કરવામાં આવતાં મફત ભાષા સહાય અથવા અન્ય મદદ અને સેવાઓ ઉપલબ્ધ છે.

HAITIAN CREOLE

Si ou gen difikilte pou konprann anglè oswa ou gen yon andikap, asistans lengwistik gratis oswa lòt èd ak sèvis disponib sou demann.

HAKHA CHIN

hngalhfiannak ah naa harh ahcun asiloah tlamtlinlonak na ngeih ahcun, nangmah nih na hahnak ning in a lak a simi holhlehpiaknak bawmhnak asiloah a dang hngalhnak bawmhnak le riantuanpiaknak pawl cu ngah khawh a si.

HINDI

यदि आपको अंग्रेजी समझने में कठिनाई होती है या आप अक्षम हैं, तो अनुरोध करने पर मुफ्त भाषा सहायता या अन्य मदद और सेवाएं उपलब्ध हैं।

HMONG

Yog tias koj tsis nkag siab Lus Askiv los sis muaj kev xiam oob qhab, muaj kev pab txhais lus dawb los sis lwm yam kev pab thiab cov kev pab cuam thaum thov txog.

JAPANESE

英語が難しかったり、傷害をお持ちの場合には、ご要望により無料の言語支援またはその他の援助、サービスをご利用いただけます。次の番号にお電話ください。



UnityPoint Health

