



Notice of Non-discrimination and Accessibility for Patient-Related Services

NYC Health + Hospitals complies with all applicable federal, state and local civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex in connection to patient-related services. NYC Health + Hospitals does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

NYC Health + Hospitals:

- Provides 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))
- 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, please let a staff person know or contact the facility’s Guest/Patient Relations Office who can assist you. A listing of the office and a contact person at each facility is below.

Facility	Location	Staff	Telephone
NYC Health + Hospitals/ Bellevue	H building 5 E 37	Melanie Colon	212-562-4277
NYC Health + Hospitals/ Belvis	Room 117	Ariane Garcia	718-579-1805/1700
NYC Health + Hospitals/ Carter	LTACH Building, Room 1-205	Jeannette Rosario	646-686-0963/ 0966
NYC Health + Hospitals/ Coler	Room B221	Nelson Cabrera	212-848-5792/5793
NYC Health + Hospitals/ Coney Island	Main Building, Room 1N21	Patricia Roman/ Laura Grossman	718-616-4164
NYC Health + Hospitals/ East New York	Room 203	Karen James-Wade	718-240-0423
NYC Health + Hospitals/ Elmhurst	Room A1-26D	Glenn Zuraw	718-334-5171/ 5175
NYC Health + Hospitals / Gouverneur	Room 1163	David Arroyo	212-238-7609
NYC Health + Hospitals/ Harlem	MLK- 2 Floor- Room 2103	Oma Sunkara	212-939-1790
NYC Health + Hospitals/ Jacobi	Bldg. 1, Room 153	Joanne Grimes	718-918-5245
NYC Health + Hospitals/ Kings County	D-bldg., Room 1S58	Evgenia Lipkina	718-245-7418
NYC Health + Hospitals/ Lincoln	Room 1-577A	Gina Tull/ Jose Santiago	718-579-5537
NYC Health + Hospitals/ McKinney	Room 1C08	Elsyn Simpson	718-245-7100
NYC Health + Hospitals/ Metropolitan	Room 1B19/1B25	Ida Betsy Mendez-White	212-423-7232
NYC Health + Hospitals/ Morrisania	Room 3A02	Rita Lorenzo	718-960-7008
NYC Health + Hospitals/ North Central Bronx	NCBH Room 14A-01	Anneris Corporan/ Julissa Rincon	718-519-4747
NYC Health + Hospitals/ Queens	Main bldg., 1 st Floor Atrium	Marie Elivert/ David Weisman	718-883-3414
NYC Health + Hospitals/ Renaissance	2 nd Floor	Natasha McKenzie	212-932-6643
NYC Health + Hospitals/ Sea View	Robitzuk Bldg., Room 125	Debra Masucci	718-317-3621
NYC Health + Hospitals/ Woodhull	Lobby Area, Room 2B61	Diahann James-Jones	718-963-8465

The Civil Rights Coordinator for nondiscrimination and accessibility for NYC Health + Hospitals is Matilde Roman, Chief Diversity and Inclusion Officer.

If you believe that NYC Health + Hospitals 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 Guest/Patient Relations Office at the facility where the alleged incident occurred or you may contact the NYC Health + Hospitals' Office of Diversity and Inclusion by email at diversity@nychhc.org or by phone at (212) 442-3895.

You can file a grievance by email or phone. If you need help filing a grievance, the Office of Diversity and Inclusion is available to help you by calling (212) 442-3895.

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 of Civils 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>.



Notice of Availability of Free Language Assistance Services in English and the Top 15 Languages

English	Free language assistance services are available.
Spanish/ Español	Servicios gratuitos de asistencia lingüística están disponibles.
Bengali/বাংলা	ভাষা সহায়তা পরিষেবাগুলি বিনামূল্যে উপলব্ধ আছে।
Haitian Creole/ Kreyòl Ayisyen	Sèvis asistans pou lang disponib gratis.
Simplified Chinese/简体中文	我们可提供免费的语言协助服务。
Traditional Chinese/繁體中文	我們可提供免費的語言協助服務。
Russian/Русский	Предоставляются бесплатные услуги переводчиков.
Polish/ Polski	Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej.
French/ Français	Des services gratuits d'aide linguistique sont disponibles.
Korean/한국어	무료 언어 지원 서비스가 제공됩니다.
اللغة العربية/Arabic	خدمات المساعدة اللغوية بالمجان موجودة
اردو زبان/Urdu	مفت اردو معاونت کی خدمات دستیاب ہیں۔
Hindi/हिंदी	निःशुल्क हिन्दी सहायता सेवाएँ उपलब्ध हैं।
Albanian/ Shqip	Ju ofrojmë përkthime falas në gjuhën shqipe.
Punjabi/ਪੰਜਾਬੀ ਦੇ	ਮੁਫਤ ਪੰਜਾਬੀ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ।
Italian/ Italiano	Sono disponibili servizi di assistenza linguistica gratuiti.