
Notice of Non-Discrimination & Availability of Language Services

Children's Mercy Hospital and Clinics (CMH) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, religion, color, national origin, age, disability, sex, sexual orientation or gender identity. CMH does not exclude people or treat them differently because of race, religion, color, national origin, age, disability, sex, sexual orientation or gender identity.

CMH 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, other formats)
- Language services to people whose primary language is not English, such as:
 - ~ Qualified medical interpreters
 - ~ Information written in other languages

If you need these services, contact:

Language Services Department
816-234-3474 (Missouri locations)
913- 696-4452 (Kansas locations)
InterpreterSchedulers@cmh.edu

If you have indicated your need for Interpreter services at the time of scheduling, interpreter services will be coordinated for you in advance. However, should you need interpreter services at another time, please contact the above numbers. Requesting interpreter services with as much advance notice as possible allows for us to best meet your needs

Interpreter Services may be delivered by multiple ways: live, face-to-face interpretation by staff or contracted interpreters, telephonic interpretation services, or video remote interpretation services.

Grievance Process:

If you believe that CMH has failed to provide these services or discriminated in another way on the basis of race, religion, color, national origin, age, disability, sex, sexual orientation or gender identity, you can file a grievance in person or by mail, fax, or email with:

Patient Advocate Department
2401 Gillham Road, Kansas City, MO 64108
Phone: 816-234-3119
patientadvocate@cmh.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/phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-868-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>