

Welcome To Overlake

Americans With Disabilities Act

At Overlake, we want you to get your health information in a way that you understand. We will arrange for an interpreter or other aids for you, your family member or companion who is deaf, hard of hearing or has speech disabilities. These services are free to you.

Under the Americans with Disabilities Act (ADA), people who are deaf, are hard of hearing, or have speech disabilities have the right to ask for aids and services.

If you need such aids or services, call the Interpreter Services office at 425.688.5304.



- If you are told that you do not qualify for the service, you can ask for a review. To request a review: write down why you need this aid or service. If you need help, the office staff will help you write it. Any Overlake employee can contact 425.688.5304 to request assistance or devices.
- If you need more help, contact the Patient Experience Department at 425.688.5191.

For more information about the ADA, call the toll-free ADA Information Line at 1.800.514.0301 (voice), 1.800.514.0383 (TTY) or visit ada.gov.

Discrimination Is Against The Law

Overlake Hospital Medical Center and Overlake Medical Clinics comply with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Overlake Hospital Medical Center and Overlake Medical Clinics do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Overlake Hospital Medical Center and Overlake Medical Clinics:

- 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)
- 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, call 425.688.5304.

If you believe that Overlake Hospital Medical Center and Overlake Medical Clinics have 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:

Patient Experience Department, Overlake Hospital Medical Center
1035 116th Ave NE
Bellevue, WA 98004
Phone: 425.688.5191
Fax: 425.688.5013
Email: patient.action@overlakehospital.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Overlake Hospital Medical Center Patient Advocate 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 Ave SW
Room 509F, HHH Building
Washington, DC 20201
1.800.368.1019, 800.537.7697 (TDD)

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

Patient Rights

- You have the right to information about your care.
- You have the right to be involved in planning your care.
- You have the right to have visitors.
- You have the right to be treated with respect.
- You have the right to be safe while in the hospital.
- You have the right to privacy.
- You have the right to end-of-life care.
- You have the right to your medical record.
- You have the right to know the cost of your care.

If you have concerns about your care, contact:

Patient Experience Team: 425.688.5191

Washington State Department of Health Complaint Line: 1.800.633.6828 (toll-free)

Joint Commission Complaint Line: 1.800.994.6610 (toll free)

For a complete list of Patient Rights for Overlake Medical Center patients, visit overlakehospital.org/patientrights

If You Need Translation Assistance

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 425.688.5304。

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 425.688.5304 تماس بگیرید.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 425.688.5304.

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 425.688.5304.

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए भाषा सेवाएं नि:शुल्क उपलब्ध हैं। 425.688.5304 पर कॉल करें।

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。425.688.5304 まで、お電話にてご連絡ください。

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 425.688.5304 번으로 전화해 주십시오.

ਪਿਆਰ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 425.688.5304 'ਤੇ ਕਾਲ ਕਰੋ।

ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistentă lingvistică, gratuit. Sunați la 425.688.5304.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 425.688.5304.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 425.688.5304.

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 425.688.5304.

గమనిక: ఒకవేళ మీరు మాట్లాడగలిగితే [భాషను చేర్చండి], మేం కొరకు భాషా సహాయక సేవలు, వ్యయం లేకుండా అందిస్తాము. 425.688.5304 కు కాల్ చేయండి.

УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 425.688.5304.

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 425.688.5304.