

Discrimination is Against the Law

The Queen's Health Systems (QHS) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, or gender identity. QHS does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, or gender identity.

QHS provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats). QHS provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

For help with these services, contact:

The Queen's Medical Center – Punchbowl, Office of Patient Relations, Phone: 808-691-4602, Fax: 808-691-7883, Email: patientrelations@queens.org

The Queen's Medical Center – West Oahu, Office of Patient Relations, Phone: 808-691-3120, Email: patientrelationswest@queens.org

Queen's North Hawaii Community Hospital, Office of Patient Relations, Phone: 808-881-4744, Email: nhchpatientrelations@queens.org

Molokai General Hospital, Administration Office, Phone: 808-553-3123, Email: mghpatientrelations@queens.org

If you believe that The Queen's Health Systems has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, or gender identity, you may file a grievance with the Office of Patient Relations, The Queen's Medical Center, 1301 Punchbowl Street, Honolulu, HI 96813, Phone: 808-691-4602, Fax: 808-691-7883, Email: patientrelations@queens.org. You may file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Office of Patient Relations is available to help you.

You may 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, Phone: 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Attention: If you speak the following languages, language assistance services, free of charge, are available to you. Call 1-808-691-4602.

繁體中文 (Chinese - Cantonese/Mandarin):

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 1-808-691-4602。

한국어 (Korean):

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-808-691-4602 번으로 전화해 주십시오.

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 1-808-691-4602.

Ilokano (Ilocano):

PAKDAAR: Nu saritaem ti Ilocano, ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyam. Awagan ti 1-808-691-4602.

Foosun Chuuk (Chuukese/Trukese):

MEI AUCHEA: Ika iei foosun fonuomw: Foosun Chuuk, iwe en mei tongeni omw kopwe angei aninisin chiakku, ese kamo. Kori 1-808-691-4602.

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。1-808-691-4602 まで、お電話にてご連絡ください。

Tagalog (Tagalog – Filipino):

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-808-691-4602.

Kajin Majōl (Marshallese):

LALE: Ñe kwōj kōnono Kajin Majōl, kwomaroñ bōk jermal in jipañ ilo kajin ñe am ejjeļok wōñāān. Kaalok 1-808-691-4602.

Gagana fa'a Sāmoa (Samoan):

MO LOU SILAFIA: Afai e te tautala Gagana fa'a Sāmoa, o loo iai auaunaga fesoasoan, e fai fua e leai se totogi, mo oe, Telefoni mai: 1-808-691-4602.

Tonga (Tongan):

FAKATOKANGA'I: Kapau 'oku ke Lea-Fakatonga, ko e kau tokoni fakatonu lea 'oku nau fai atu ha tokoni ta'etotongi, pea teke lava 'o ma'u ia. Telefoni mai 1-808-691-4602.

Español (Spanish):

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-808-691-4602.

Lokaiahn Pohnpei (Pohnpeian/Micronesian):

Ni songen mwomw ohte, komw pahn sohte anahne kawehwe mesen nting me koatoantoal kan ahpw wasa me ntingie [Lokaiahn Pohnpei] komw kalangan oh ntingidieng ni lokaiahn Pohnpei. Call 1-808-691-4602.

ພາສາລາວ (Loatian/Lao):

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທສ 1-808-691-4602.

Bisaya (Bisayan/Visayan):

ATENSYON: Kung nagsulti ka og Cebuano, aduna kay magamit nga mga serbisyo sa tabang sa lengguwahe, nga walay bayad. Tawag sa 1-808-691-4602.

ho'okomo 'ōlelo (Hawaiian):

E NĀNĀ MAI: Inā ho'opuka 'oe i ka 'ōlelo [ho'okomo 'ōlelo], loa'a ke kōkua manuahi iā 'oe. E kelepona iā 1-808-691-4602.

For additional information, including resource translations in other languages, please visit:

<https://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/index.html>