

[Kosterman Chiropractic Center]

Your Rights

Civil rights are personal rights guaranteed and protected by the U.S. Constitution and federal laws enacted by Congress, such as the Civil Rights Act of 1964 and the Americans with Disabilities Act of 1990. Civil rights include protection from unlawful discrimination. Under these laws, all persons in the United States have a right to receive health care and human services in a nondiscriminatory manner.

Our Non-Discrimination Statement

[Name of Provider or Practice] complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. This practice does not exclude people or treat them differently because of race, color, national origin, age disability, or sex. This practice:

- Provides information to patients in plain language and in a manner that is accessible and timely.
- Provides free services to people with disabilities to communicate effectively with us, including auxiliary aids.
- Provides free language assistance services to people whose primary language is not English.

If you need these services, contact our Practice's Compliance Officer, **[Brandie B. Hodges]**

If you believe that **[Kosterman Chiropractic Center]** 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 our Compliance Officer. You can file a grievance in person or by mail, or fax.

**[401 Cooper Drive
Clinton NC 28328
[910-592-2250]
[910-592-6149]**

If you need help filing a grievance our Compliance Officer 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>.

Kosterman Chiropractic Center

This office provides language assistance services to our patients, free of charge, in the 15 languages listed below.

If you need language assistance, upon your arrival to our office, please advise the front desk.

- Spanish
- Chinese
- Vietnamese
- Korean
- French
- Arabic
- Hmong
- Russian
- Tagalog
- Gujarati
- Mon-Khmer, Cambodian
- German
- Hindi
- Laotian
- Japanese

Tagline – NC Providers

Information of Language Assistance Services for Individuals with Limited English Proficiency

- **Spanish:** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-910-592-2250
- **Chinese:** 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 1-910-592-2250
- **Vietnamese:** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-910-592-2250
- **Korean:** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-910-592-2250 번으로 전화해 주십시오.
- **French:** ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-910-592-2250
- **Arabic:** بالمجان لك تتوافر اللغوية المساعدة خدمات فإن، اللغة انكر تتحدث كنت إذا: ملحوظة 1-910-592-2250 برقم اتصل
- **Hmong:** LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-910-592-2250
- **Russian:** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-910-592-2250
- **Tagalog:** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-910-592-2250
- **Gujarati:** સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-910-592-2250
- **Mon-Khmer, Cambodian:** ព័ត៌មានសំខាន់ៗ: បើ លោកអ្នក ប្រើប្រាស់ ភាសា ខ្មែរ ឬ ភាសា ម៉ុង-ខ្មែរ ក្នុង ការ ទាក់ទង ជាមួយ ការ ប្រើប្រាស់ សេវា របស់ យើង យើង ផ្តល់ ជូន លោកអ្នក ជាមួយ ភាសា ខ្មែរ ឬ ភាសា ម៉ុង-ខ្មែរ ដោយ ឥត គិត ថ្លៃ ទេ ។ ទូរស័ព្ទ មក ទៅ យើង តាម លេខ ទូរស័ព្ទ 1-910-592-2250
- **German:** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-910-592-2250
- **Hindi:** ध्यान दें: यदि आप बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-xxx-xxx-xxxx पर कॉल करें।
- **Laotian:** ໂປດຊາບ: ຖ້າ ທ່ານ ກວດ ທາງ ພາສາ ລາວ, ການ ບໍລິ ການ ຊ່ວຍ ທ່ານ ອດ ທາງ ພາສາ, ໂດຍ ບໍ່ ເສັ ບັ ຄ່ ຳ, ແມ່ ນ ມີ ພ້ ອມ ທີ່ ທ່ານ ໂທ ຣ 1-910-592-2250
- **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。1-910-592-2250 まで、お電話にてご連絡ください。