

Greater Baltimore Medical Center's NOTICE OF NON-DISCRIMINATION

Greater Baltimore Medical Center (GBMC) complies with applicable federal civil rights laws and does not discriminate, exclude or treat people differently based on age, gender, sex, race, color, national origin, religion, sexual orientation, gender identity or expression, or disabilities.

GBMC provides free aids and services to people with disabilities and for effective communication. We have available:

- Qualified video remote interpreters for American sign language.
- Qualified remote interpreters for those whose primary language is not English.

If you need these services, contact your nurse, your doctor and/or the department manager:

You have the right, without recrimination, to voice complaints regarding your care and to have those complaints reviewed, and when possible, resolved.

If you believe that GBMC has failed to provide these services or discriminated in another way, please contact our Resolution Manager at 443-849-2960 to determine if you wish to [file a formal complaint or grievance](#). You can also forward your concerns by email to ResolutionManager@gbmc.org, regular mail to the attention of the Resolution Manager, Quality and Safety, 6701 North Charles Street, Baltimore, MD 21204 or by fax to 443-849-2258. Our Resolution Manager will be happy to assist you and answer any questions you may have.

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: Centralized Case Management Operations, 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, TDD: 1-800-537-7697 Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-866-745-5010.

Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-866-745-5010.

Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-866-745-5010.

Yoruba

AKIYESI: Ti o ba nso ede Yoruba ofe ni iranlowo lori ede wa fun yin o. E pe ero ibanisoro yi 1-866-745-5010.

Ibo

Ige nti: O buru na asu Ibo asusu, enemaka diri gi site na call 1-866-745-5010.

Portuguese

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-866-745-5010.

Traditional 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 1-866-745-5010。

French

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-866-745-5010.

Haitian Creole

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-866-745-5010.

Arabic

ملاحظة: إذا كنت تتكلم العربية، تتوفر لك خدمات المساعدة اللغوية مجاناً. دعوة 1-866-745-5010

Amharic

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 1-866-745-5010.

Farsi

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 1-866-745-5010 تماس بگیرید.

Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-866-745-5010 번으로 전화해 주십시오.

Urdu

خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں 1-866-745-5010

Tagalog

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-866-745-5010.