St. Lawrence Health System

Nondiscrimination Disclosure Statement

Discrimination is Against the Law

Canton-Potsdam Hospital, Gouverneur Hospital, and Massena Hospital comply with applicable Federal civil rights laws and does not discriminate on the basis of an individual's inability to pay; whether payment for those services would be made under Medicare, Medicaid, or CHIP; immigration status, race, language, color, sex, national origin, disability, religion, age, sexual orientation, or gender identity. No one will be denied access to services regardless of their ability to pay. There is a discounted/sliding fee schedule available for our physician offices and hospital service in which household income eligibility is up to 300% of the Federal poverty guidelines. Eligibility for those at or below 200% of the Federal poverty level is determined by income and family size Canton-Potsdam Hospital, Gouverneur Hospital, and Massena Hospital:

Provide 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)

Provide free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

To request these services, contact the CPH Director of Patient Experience at (315) 261-5050, the GH Chief Compliance Officer at (315) 714-3110, or the MH Corporate Compliance Officer at (315) 769-4371.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-315-261-5050	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 1-315-261-5050	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-315-261-5050
ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou. Rele 1-315-261-5050	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-315-261-5050	ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 1-315-261-5050
אויפמערקזאם: נעזץ, אידיש רעדט איר אויב פריי סערוויסעס הילף שפראך אייך פאר פארהאן. רופט אפצאל פון -1-315-261-5050	ল□□ কর□□ □□□ □□□□ □□□□□, □□□ □□□□ □□□□□, □□□□□ □□□□□□□□ □□□□ □□□□□□ □□□□□□□ উপল□□□। □□□□ করুন 1-315-261-5050	UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-315-261-5050
ملحوظة: إذا كنت تتحدث اذكر لغة، فإن خدمات المساعدة اللغوية المجانية تتوافر لك. اتصل برقم 1-315-261-5050	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-315-261-5050	خبردار: اگر آپ اردو بولتے ہیں، مفت خدمات کی مدد کی زبان دستیاب ہیں۔ کال کریں 1-315-261-5060
PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-315-261-5050	ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, στη διάθεσή σας βρίσκονται υπηρεσίες γλωσσικής υποστήριξης, οι οποίες παρέχονται δωρεάν. Καλέστε 1-315-261-5050	KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë. Telefononi në 1-315-261-5050

If you believe Canton-Potsdam Hospital or Gouverneur Hospital has failed to provide these services or discriminated in another way on the basis of immigration status, race, language, color, national origin, age, religion, disability, sexual orientation, gender identity, or sex, you can file a grievance with: CPH's Director of Patient Experience at 50 Leroy Street, Potsdam, NY 13676, Phone: (315) 261-5050; with GH's Chief Compliance Officer at 77 West Barney Street, Gouverneur, NY 13642, Phone (315) 714-3110; or with MH's Corporate Compliance Officer, 1 Hospital Drive, Massena, NY 13662, Phone: (315) 769-4371. If you need help filing a grievance, the Director of Patient Experience or the Chief 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 at U.S. Department of Health and Human Services , 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201; or phone: 1-800-368-1019 (800-537-7697 (TDD)). Complaint forms are available at http://www.hhs.gov/ocr/office/file/index.html. Additional information can also be found at https://www.lep.gov/

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