

# Coastal Rheumatology Associates, LLC

*A Member of Southeastern Rheumatology Alliance*

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## Nondiscrimination Notice and Availability of Language Assistance Services

Effective July 5, 2024 | Pursuant to Section 1557 of the Affordable Care Act (89 FR 37522), Section 504 of the Rehabilitation Act of 1973, and Title III of the Americans with Disabilities Act

### Section 1 — Notice of Nondiscrimination

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Coastal Rheumatology Associates, LLC complies with applicable federal and state civil rights laws and does not discriminate, exclude people from, or treat people differently in its health programs and activities on the basis of race, color, national origin, age, disability, sex (including pregnancy, sexual orientation, gender identity, and sex characteristics), religion, or any other basis prohibited by law.

This notice is provided in compliance with the following federal laws and their implementing regulations:

- **Section 1557 of the Affordable Care Act** (42 U.S.C. § 18116), as amended by the 2024 Final Rule (89 FR 37522)
- **Title VI of the Civil Rights Act of 1964** (42 U.S.C. § 2000d et seq.)
- **Section 504 of the Rehabilitation Act of 1973** (29 U.S.C. § 794)
- **Title III of the Americans with Disabilities Act** (42 U.S.C. § 12181 et seq.)
- **Age Discrimination Act of 1975** (42 U.S.C. § 6101 et seq.)

### Free Aids and Services for People with Disabilities

Coastal Rheumatology Associates, LLC provides free aids and services to people with disabilities so that they can communicate effectively with us. These include:

- Qualified sign language interpreters (in-person and via video remote interpreting)
- Written information in other formats, including large print, audio, and accessible electronic formats compatible with screen readers
- TTY/TDD telecommunication services
- Assistive listening devices
- Other auxiliary aids and services as needed

### **Free Language Services for People Whose Primary Language Is Not English**

Coastal Rheumatology Associates, LLC provides free language services to people whose primary language is not English. These include:

- Qualified medical interpreters (in-person and via telephone or video)
- Information written in other languages
- Oral interpretation in your language

#### **How to Request These Services**

If you need any of these services, please contact our Section 1557/ADA/Section 504 Coordinator:

**Christina Asbury**

Email: [casbury@southeasternra.com](mailto:casbury@southeasternra.com)

Phone: 912-349-4227

Address: 5400 Waters Avenue, Savannah, GA 31404

Please provide as much advance notice as possible so we can make the appropriate arrangements for your visit.

### **Grievance Procedure and Filing a Complaint**

If you believe that Coastal Rheumatology Associates, LLC has failed to provide these services or has discriminated in another way on the basis of race, color, national origin, age, disability, sex, religion, or any other protected characteristic, you may file a grievance with:

**Christina Asbury**, Section 1557/ADA/Section 504 Coordinator

Email: [casbury@southeasternra.com](mailto:casbury@southeasternra.com)

Phone: 912-349-4227

Address: 5400 Waters Avenue, Savannah, GA 31404

You may file a grievance in person, by mail, by phone, or by email. If you need help filing a grievance, Christina Asbury is available to assist you.

You also have the right to file a civil rights complaint with the **U.S. Department of Health and Human Services, Office for Civil Rights**:

- **Online:** HHS Complaint Portal at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>
- **By mail:** U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, DC 20201
- **By phone:** 1-800-368-1019
- **TDD:** 1-800-537-7697

Complaint forms are available at the HHS website listed above. You may also contact the Office for Civil Rights for information about filing a complaint.

## **Section 2 — Availability of Language Assistance Services: Multi-Language Taglines**

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If you speak a language other than English, language assistance services are available to you free of charge. Please call **912-349-4227**.

The following taglines are provided in the top non-English languages spoken in Georgia and South Carolina, as required by Section 1557 of the Affordable Care Act and 45 CFR § 92.11:

### **Spanish (Español)**

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 912-349-4227.

### **Vietnamese (Tiếng Việt)**

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 912-349-4227.

### **Korean (한국어)**

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 912-349-4227 번으로 전화해 주십시오.

### **Chinese – Traditional (繁體中文)**

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 912-349-4227。

### **Chinese – Simplified (简体中文)**

注意：如果您使用简体中文，您可以免费获得语言援助服务。请致电 912-349-4227。

### **French (Français)**

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 912-349-4227.

### **Haitian Creole (Kreyòl Ayisyen)**

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib pou ou gratis. Rele 912-349-4227.

### **Portuguese (Português)**

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 912-349-4227.

### **Hindi (हिंदी)**

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 912-349-4227 पर कॉल करें।

## Gujarati (ગુજરાતી)

ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો, તમારા માટે મફત ભાષા સહાય સેવાઓ ઉપલબ્ધ છે. 912-349-4227 પર કોલ કરો.

## Arabic (العربية)

ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية متوفرة لك مجانًا. اتصل بالرقم 912-349-4227.

## Nepali (नेपाली)

ध्यान दिनुहोस्: तपाईंले नेपाली बोल्नुहुन्छ भने, भाषा सहायता सेवाहरू तपाईंको लागि निःशुल्क रूपमा उपलब्ध छन्। 912-349-4227 मा कल गर्नुहोस्।

## Burmese (မြန်မာစာ)

သတိပြုချက်- သင်ဟာ မြန်မာစာ ပြောဆိုပါက ဘာသာပြန် အကူအညီ ဝန်ဆောင်မှုများကို အခမဲ့ပဲ ရရှိနိုင်ပါသည်။ 912-349-4227 သို့ ဆက်သွယ်ပါ။

## Amharic (አማርኛ)

ትኩረት: አማርኛ የሚናገሩ ወይም ከሆነ የቀና እርዳታ አገልግሎቶች በነጻ ያለምክፈያ ይገኛል። በ 912-349-4227 ይደውሉ።

## Russian (Русский)

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 912-349-4227.

## Tagalog (Tagalog)

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 912-349-4227.

## German (Deutsch)

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 912-349-4227.

## Japanese (日本語)

注意事項：日本語を話される場合、無料の言語支援サービスをご利用いただけます。912-349-4227 までお電話ください。

## Thai (ภาษาไทย)

โปรดทราบ: หากคุณพูดภาษาไทย คุณสามารถใช้บริการช่วยเหลือด้านภาษาได้โดยไม่เสียค่าใช้จ่าย โทร. 912-349-4227.

### **Laotian (ພາສາລາວ)**

ຂໍ້ຄວາມສົນໃຈ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຍຄ່າໃຫ້ທ່ານ. ໂທ 912-349-4227.

## **Section 3 — Effective Communication and Language Access Policy**

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### **Policy Statement**

Coastal Rheumatology Associates, LLC is committed to ensuring effective communication with all patients, their companions, and members of the public who have limited English proficiency (LEP) or disabilities that affect communication. We provide meaningful access to our health programs and services regardless of the language you speak or any disability you may have.

This policy applies to all of our practice locations in Georgia and South Carolina.

### **Auxiliary Aids and Services for People with Disabilities**

To ensure effective communication with individuals who have disabilities, we provide the following auxiliary aids and services at no cost:

- **Qualified sign language interpreters** — available in person and through video remote interpreting (VRI) and audio remote interpreting services
- **Large print materials** — documents, forms, and patient education materials provided in large print upon request
- **Screen reader-compatible formats** — electronic documents formatted for accessibility with assistive technology
- **TTY/TDD services** — telecommunication device access for individuals who are deaf or hard of hearing
- **Assistive listening devices** — available at our office locations upon request

- **Other auxiliary aids** — additional aids and services as needed to ensure effective communication

## **Language Assistance Services for Individuals with Limited English Proficiency**

To ensure meaningful access for individuals whose primary language is not English, we provide the following language services at no cost:

- **Qualified medical interpreters** — available in person, by telephone, and through video remote interpreting for clinical encounters and other interactions
- **Translated vital documents** — key documents, forms, and patient materials translated into frequently encountered languages
- **Bilingual staff** — when bilingual staff members are available and qualified, they may assist with communication in your language

### **Important Notice Regarding Interpreters**

Patients and their companions will **never** be required to provide their own interpreter or rely on minor children or unqualified adults to interpret, except as a temporary measure in an emergency situation while awaiting a qualified interpreter.

All language assistance services are provided **free of charge**, in a timely manner, and are designed to protect the privacy and accuracy of your health information.

### **Requesting Services**

To request any auxiliary aids, language assistance services, or to ask questions about this policy, please contact our Section 1557/ADA/Section 504 Coordinator:

**Christina Asbury**

Section 1557/ADA/Section 504 Coordinator

Email: [casbury@southeasternra.com](mailto:casbury@southeasternra.com)

Phone: 912-349-4227

Address: 5400 Waters Avenue, Savannah, GA 31404

We encourage you to contact us in advance of your appointment so that we may arrange the appropriate services for your visit.

## Our Practice Locations

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Location	Address
<b>Savannah, Georgia</b>	5400 Waters Avenue, Savannah, GA 31404
<b>Statesboro, Georgia</b>	110 Rushing Lane, Statesboro, GA 30458
<b>Bluffton, South Carolina</b>	23 Plantation Park Drive, #101, Bluffton, SC 29910

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This notice is available in alternate formats upon request. Contact Christina Asbury at 912-349-4227 or [casbury@southeasternra.com](mailto:casbury@southeasternra.com).