

Know Your Rights

Language Access in Health and Human Services

The U.S. Department of Health and Human Services (HHS) wants to make sure everyone in America can get the health care and human services they need. This includes people who don't speak English well and people with disabilities. HHS believes that everyone should be treated fairly and with respect.

The HHS Office for Civil Rights (OCR) enforces laws that protect you against discrimination in health and human services based on your race, color, national origin, sex, age, religion, and disability. HHS OCR also enforces laws that protect the privacy and security of your medical records.

You cannot be denied health care coverage or treatment because of your race, color, national origin, sex, age, religion, or disability in most health care services and programs.

Language Help for Everyone – Important Rights

- You cannot be left out, denied benefits, or discriminated against by any health care provider, such as doctors, nurses, hospitals, clinics, or social services.
- You have the right to receive health care in-person or remotely, including telehealth, websites, and mobile apps, free from discrimination.
- Your health care providers need to make sure they can communicate with you in a way that you can understand them when you need their care or services.
- If you or someone with you doesn't speak English well or can't read, write, speak, or understand English well, you can get help with in-language services (like interpretation or translation) for free from your health care provider.
- You are not required to bring your own interpreter, pay for an interpreter, or rely on a child or family member to interpret for you.
- If you have a disability, you can get tools and services, called auxiliary aids and services, to help you understand information, for free, from your health care provider.

Where Can You Find More Information?

For help with language access, visit: www.hhs.gov/LanguageAccess.

For help with civil rights and health information privacy, visit: www.hhs.gov/ocr.

How Do You File a Complaint?

If you think you or someone else has been treated unfairly or discriminated against because of race, color, where they come from, sex, age, or disability, or if you think your or someone's health information was not kept private, you can tell the HHS OCR.

- Someone can file a complaint for you, such as a family member, advocacy organization, friend, or co-worker.
- HHS OCR can provide information in different formats (like Braille or large print) and offer free services to help you, like a relay service or in-language assistance.

Filing a Complaint or Contacting HHS OCR:

Website: www.hhs.gov/ocr | Email: OCRMail@hhs.gov | Phone: 1-800-368-1019 | TDD: 1-800-537-7697

Chèche konnen dwa w yo

Jwenn enfòmasyon nan lang pa w nan men Depatman Sèvis Sante ak Sèvis Sosyal la

Depatman Sèvis Sante ak Sèvis Sosyal Etazini an (Department of Health and Human Services, HHS) vle pou tout moun ki Ozetazini yo jwenn swen sante ak sèvis sosyal yo bezwen yo. Sa gen ladan l moun ki pa pale anglè yo ak moun ki andikape yo. HHS gen konviksyon tout moun ta dwe jwenn respè ak yon tretman san patipri.

Biwo pou Dwa Sivil la (Office for Civil Rights, OCR), ki fè pati HHS, travay pou fè moun respekte lwa ki pwoteje w pou w pa sibi diskriminasyon nan kad sèvis sante ak sèvis sosyal akòz ras ou, koulè w, peyi kote ou soti, sèks ou, laj ou, relijyon w oswa andikap ou. Epitou, HHS OCR travay pou fè moun respekte lwa ki pwoteje konfidansyalite ak sekirite dosye medikal ou yo.

Pèsòn pa gen dwa pou refize ba w yon asirans sante oswa yon tretman medikal akòz ras ou, koulè w, peyi kote ou soti, sèks ou, laj ou, relijyon w oswa andikap ou nan kad pifò sèvis ak pwogram swen sante yo.

Ede tout moun nan lang pa yo – Kèk dwa ki enpòtan

- Pwofesyonèl ak etablisman sante yo, tankou doktè yo, enfimye yo, lopital yo, klinik yo ak depatman sèvis sosyal yo, pa gen dwa pou yo mete w sou kote, pou yo refize ba w benefis oswa pou yo fè diskriminasyon sou ou.
- Ou gen dwa pou resevwa swen sante an pèsòn oswa a distans, san wete pa mwayen telemedsin, sou sit Entènèt oswa atravè aplikasyon mobil, san yo pa fè okenn diskriminasyon sou ou.
- Pwofesyonèl sante w yo dwe fè sa ki nesèse pou yo kominike avè w yon fason pou w konprann yo lè ou bezwen swen oswa sèvis nan men yo.
- Si ou menm oswa yon moun ki avè w pa pale anglè byen oswa pa kapab li, ekri, pale oswa konprann anglè, pwofesyonèl sante w ka ede w pa mwayen yon seri sèvis nan lang pa w (tankou entèpretasyon oswa tradiksyon) san w pa peye pou sa.
- Ou pa oblije vini ak pwòp entèprèt ou, peye pou yon entèprèt oswa mande yon pitit ou oswa yon lòt manm fanmi w entèprete pou ou.
- Si w andikape, ou ka jwenn èd ak sèvis oksilyè, ki se yon seri zouti ak sèvis ki la pou ede w konprann enfòmasyon pwofesyonèl sante w ba w yo, san w pa peye pou sa.

Ki kote ou ka jwenn plis enfòmasyon?

Pou jwenn èd sou kesyon jwenn enfòmasyon nan lang pa w, ale sou sit sa a: www.hhs.gov/LanguageAccess.

Pou jwenn èd pou dwa sivil ou yo ak konfidansyalite enfòmasyon sante w yo, ale sou sit sa a: www.hhs.gov/ocr.

Kijan ou ka depoze yon plent?

Si w panse yo te ajì ak patipri avè w oswa avèk yon lòt moun, si w panse yo te fè diskriminasyon sou ou oswa sou yon lòt moun akòz ras nou, koulè nou, peyi kote nou soti, sèks nou, laj nou, relijyon nou oswa andikap nou, oubyen si w panse yo pa t kenbe konfidansyalite enfòmasyon w yo oswa enfòmasyon yon lòt moun, ou kapab rapòte HHS OCR sa.

- Yon lòt moun ka depoze yon plent pou ou. Pa egzanp, yon manm fanmi w, yon òganizasyon ki defann dwa konsomatè yo, yon zanmi w oswa yon kòlèg travay ou ka fè sa.
- HHS OCR kapab ba w enfòmasyon nan lòt fòm (tankou nan ekriti bray oswa an gwo karaktè) epi li kapab ba w sèvis gratis pou ede w, tankou yon sèvis relè oswa yon èd nan lang pa w.

Fason pou depoze yon plent oswa pou kontakte HHS OCR:

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