



## **Nondiscrimination Notice and Patients' Bill of Rights and Responsibilities**

### **Section 1557 of the Affordable Care Act**

Retina-Vitreous Surgeons of Central New York complies with all applicable federal civil rights laws, including Section 1557 of the Affordable Care Act (Section 1557). Retina-Vitreous Surgeons of Central New York does not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex.

Sex discrimination includes discrimination based on sex characteristics (including intersex traits), pregnancy or related conditions, sexual orientation, gender identity, and sex stereotypes, consistent with 45 C.F.R. § 92.101.

### **Language Assistance Services**

In compliance with Section 1557 and other applicable federal civil rights laws, Retina-Vitreous Surgeons of Central New York provides language assistance services in a timely manner and free of charge to individuals with limited English proficiency, including companions, to ensure meaningful access to our programs, activities, services, and other benefits.

Language assistance services may include electronic and written translated documents and qualified interpreters.

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

Retina-Vitreous Surgeons of Central New York provides appropriate auxiliary aids and services to individuals with disabilities, including companions with disabilities, to ensure effective communication. These may include qualified interpreters, video remote interpreting, and information in alternate formats including large print, recorded audio, and accessible electronic formats.

### **New York State Patient Bill of Rights**

- Receive respectful, considerate, and nondiscriminatory care in a safe environment
- Receive information about your diagnosis, treatment, and prognosis in terms you can understand
- Participate in decisions regarding your care and treatment, including the right to informed consent and the right to refuse treatment to the extent permitted by law
- Privacy and confidentiality regarding your medical care and records in accordance with Federal and New York State law
- Review and obtain copies of your medical records as permitted by law
- Receive information regarding fees, billing practices, and payment policies
- Receive reasonable accommodations for disabilities and language assistance services at no cost
- Designate a representative to participate in decisions regarding your care when permitted by law
- Voice grievances or complaints regarding treatment or care without fear of discrimination, coercion, reprisal, or retaliation
- Be informed of office policies, procedures, and patient responsibilities

### **Grievances and Complaints**

If you believe that Retina-Vitreous Surgeons of Central New York has failed to provide these services or has discriminated against in another way, you may file a grievance in person, by phone or mail. Grievances will be reviewed promptly and resolved as quickly as possible without resulting in any form of retaliation.

### **Designated Compliance Officer**

Retina-Vitreous Surgeons of Central New York  
200 Greenfield Parkway  
Liverpool, New York 13088

Phone: (315) 445-8166

You may also file a civil rights complaint with the U.S. Department of Health and Human Services Office for Civil Rights.

200 Independence Ave., S.W., Room 509F HHH Bldg., Washington DC 20201

**1-800-368-1019, 1-800-537-7697 (TDD)**

## Language Assistance Services

### English

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call (315) 445-8166.

### Spanish / Español

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (315) 445-8166.

### Chinese / 中文

注意：如果您讲中文，可以免费获得语言协助服务。请致电 (315) 445-8166。

### Russian / Русский

ВНИМАНИЕ: Если вы говорите на русском языке, вам доступны бесплатные услуги перевода. Звоните (315) 445-8166.

### Bengali / বাংলা

মনোযোগ: আপনি যদি বাংলা ভাষায় কথা বলেন, তাহলে বিনামূল্যে ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন (315) 445-8166।

### Haitian Creole / Kreyòl Ayisyen

ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd lang gratis ki disponib pou ou. Rele (315) 445-8166.

### Korean / 한국어

주의: 한국어를 사용하시는 경우, 무료 언어 지원 서비스를 이용하실 수 있습니다. 전화: (315) 445-8166.

### Italian / Italiano

ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero (315) 445-8166.

### Arabic / العربية

الرقم على اتصال. مجاناً اللغوية المساعدة خدمات لك تتوفر، العربية تتحدث كنت إذا: تنبيه (315) 445-8166.

### Polish / Polski

UWAGA: Jeżeli mówi Pan/Pani po polsku, może Pan/Pani skorzystać z bezpłatnej pomocy językowej. Proszę zadzwonić pod numer (315) 445-8166.

### Yiddish / יידיש

פאראן זענען סערוויסעס הילף שפראך פרייע, יידיש רעדט איר אויב: אויפמערקזאם (315) 445-8166.

### French / Français

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (315) 445-8166.

### Urdu / اردو

کریں کال یں۔ دستیاب خدمات کی مدد کی زبان مفت لیے کے آپ تو، ہیں بولتے اردو آپ اگر: توجہ (315) 445-8166۔

### Punjabi / ਪੰਜਾਬੀ

ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਭਾਸ਼ਾ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਉਪਲਬਧ ਹਨ। ਕਾਲ ਕਰੋ (315) 445-8166।

### Portuguese / Português

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para (315) 445-8166.

### Hindi / हिन्दी

ध्यान दें: यदि आप हिन्दी बोलते हैं, तो आपके लिए निःशुल्क भाषा सहायता सेवाएँ उपलब्ध हैं। कॉल करें (315) 445-8166.