

Notice of Nondiscrimination and Accessibility

Overlake Medical Center & Clinics (Overlake) complies with applicable federal, state, and local laws and does not discriminate on the basis of race, color, national origin, ethnicity, language, citizenship or immigration status, age, disability, religion, creed, military or veteran status, marital status, sex, pregnancy, sexual orientation, gender identity or expression, or any other basis prohibited by federal, state, and local law.

As part of the accessibility efforts of the Americans with Disabilities Act of 1990, Section 504 of the Rehabilitation Act of 1973 and its implementing regulations, and Section 1557 of the Patient Protection and Affordable Care Act, Overlake provides reasonable accommodations, including free aids and services to patients and their companions with disabilities to participate and communicate effectively, Overlake:

- Provides appropriate auxiliary aids to persons with impaired sensory, manual, or speaking skills, where necessary to afford such persons an equal opportunity to benefit from the service in question.
- Permits the use of service animals in accordance with the law.

Makes its facilities accessible to those with mobility impairments in accordance with the law; and

- Provides free language assistance services to patients and their companions with limited English proficiency.
- Qualified sign language interpreters.
- Qualified spoken language interpreters.
- Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Written information translated into other languages.

Will consider all reasonable modification requests for access to programs, activities, services or benefits. To request a reasonable modification please complete the reasonable modification request form (PDF) and submit it to OverlakeAdmitting@overlakehospital.org.

Interpreter services

Language access services at Overlake help patients and families communicate with doctors, nurses, schedulers and other staff. Interpreters are available in person, over the phone and by video.

Sign language interpretation, alternate formats, and translation services

If you need qualified sign language interpretation services or written information in another language or format, or any other reasonable accommodation please contact your provider.

Language assistance services

If you need language assistance services, call 425-688-5304.

If you believe that Overlake has failed to provide equitable services or discriminated in any way, we want to hear from you to improve our services and your experience. You may contact our Office of Compliance & Risk Management to file a complaint by:

- **Email:** OCRM@overlakehospital.org
- **Integrity Line:** 877-683-7525
- **Writing:**
Overlake Medical Center & Clinics
Attn: Office of Compliance & Risk Management
1035 116th Ave NE
Bellevue, WA 98004

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 [hhs.gov](https://www.hhs.gov/ocr/ocomplaintportal/) or by mail or phone at:
U.S. Department of Health and Human Services
200 Independence Ave. SW
Room 509F, HHH Building
Washington DC, 20201
1-800-368-1019 or 1-800-537-7697 (TDD)

Complaint forms are available at the Health & Human Services website.

Or with the U.S. Department of Justice Civil Rights Division through the Complaint Portal, or by mail or phone at:
U.S. Department of Justice
Civil Rights Division
950 Pennsylvania Avenue, NW, Washington, D.C. 20530
1-800-514-0301 (voice) or 1-833-610-1264 (TTY)
[ada.gov](https://www.ada.gov)



Discrimination, complaint and grievances policy

Read the Compliance with the Americans With Disabilities Act, Section 504 of the Rehabilitation Act of 1973 and Section 1557 of the Patient Protection and Affordable Care Act.