

ACCESSIBILITY AND COMMUNICATION ASSISTANCE

Washington Regional Medical Center ("WRMC") is committed to promoting meaningful access to healthcare services, programs, and activities for individuals with disabilities and individuals with limited English proficiency, consistent with applicable federal and state laws.

WRMC works to identify and provide reasonable accommodations, communication assistance, and accessibility resources appropriate to the individual's needs and the circumstances involved.

Depending upon the situation, available resources may include:

- Language interpretation services
- Sign language interpretation services
- Auxiliary communication aids
- Large-print materials
- Accessible electronic communications
- Alternative formats for certain documents and information
- Other reasonable accommodations as appropriate

Availability of specific accommodations may vary based upon individual circumstances, advance notice, service availability, and operational considerations.

LANGUAGE ASSISTANCE

WRMC strives to facilitate meaningful communication with patients, family members, and visitors whose primary language is not English.

Language assistance resources may be available through various methods, including interpreter services, translation resources, and communication support tools.

Individuals who believe language assistance may be needed are encouraged to notify WRMC staff as early as possible so that appropriate arrangements may be explored.

REQUESTING ACCOMMODATIONS

Individuals who require accommodations, communication assistance, or language support are encouraged to notify WRMC staff prior to appointments whenever practical.

WRMC evaluates accommodation requests on an individualized basis and will make reasonable efforts to identify appropriate solutions consistent with applicable laws, available resources, patient safety considerations, and operational capabilities.

NONDISCRIMINATION

WRMC is committed to providing services in a manner that promotes dignity, respect, and equitable access.

WRMC does not exclude individuals from participation in, deny benefits of, or otherwise discriminate in the provision of healthcare services, programs, activities, employment opportunities, or other operations on the basis of race, color, religion, national origin, limited English proficiency, disability, age, sex, pregnancy, veteran status, genetic information, sexual orientation, gender identity, or any other status protected by applicable law.

CONCERNS OR GRIEVANCES

Individuals who believe they have experienced discrimination, barriers to access, communication difficulties, or concerns regarding accommodations may contact WRMC Patient Relations.

WRMC will review concerns in accordance with applicable policies and make reasonable efforts to address issues consistent with applicable legal requirements and available resources.