

## Notice of Nondiscrimination and Availability of Language Assistance Services and Auxiliary Aids and Services

Diagnostic Laboratory Services, Inc (DLS) complies with applicable Federal civil rights laws and does not discriminate, exclude, or treat individuals differently on the basis of race, color, national origin, age, disability, or sex, including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes.

DLS provides reasonable modifications for individuals with disabilities and appropriate auxiliary aids and services, including qualified interpreters for individuals with disabilities and information in alternate formats, such as braille or large print, free of charge and in a timely manner, when such modifications, aids, and services are necessary to ensure accessibility and an equal opportunity to participate to individuals with disabilities. DLS provides language assistance services, including electronic and written translated documents and oral interpretation, free of charge and in a timely manner, when such services are a reasonable step to provide meaningful access to an individual with limited English proficiency.

If you are at one of our Patient Service Centers, or in contact with our Customer Service or Billing departments, they are able to obtain oral interpretation assistance. Otherwise, for help with these services, contact the DLS Vice President of Risk Management and Quality Improvement at 1-808-485-6625 (phone), 1-808-593-8357 (fax), or VP-RMQI@dlslab.com (email).

If you believe that Diagnostic Laboratory Services, Inc has failed to provide these services, or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes, you may file a grievance with the 1557 Coordinator:

DLS Vice President of Risk Management and Quality Improvement  
99-859 Iwaiwa St.  
Aiea, HI 96701  
Phone: 1-808-485-6625  
Fax: 1-808-593-8357  
Email: VP-RMQI@dlslab.com

You may file a grievance in person or by mail, fax, or email.

You may 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 <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201, Phone: 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**Attention:** If you speak English, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-808-485-6625 or speak to our staff at our Patient Service Centers, Customer Service or Billing departments, who are able to obtain oral interpretation assistance.

### 繁體中文 (Chinese-Cantonese/Mandarin)

注意：如果您說中文，我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務，以無障礙格式提供資訊。請致電 1-808-485-6625 或與您的提供者討論。

### 한국어 (Korean)

주의: 한국어를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다. 1-808-485-6625 번으로 전화하거나 서비스 제공업체에 문의하십시오.

### Tiếng Việt (Vietnamese)

LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng dễ tiếp cận cũng được cung cấp miễn phí. Vui lòng gọi theo số 1-808-485-6625 hoặc trao đổi với người cung cấp dịch vụ của bạn.

### Ilokano (Ilocano – Filipino)

PANANGIKASO: No agsasaoka iti Ilocano, magun-odmo dagiti libre a serbisio ti tulong iti pagsasao. Libre met laeng a magun-odan dagiti maitutop a katulongan ken serbisio a mangipaay iti impormasion kadagiti ma-akses a pormat. Awagan ti 1-808-485-6625 wenno makisarita iti mangipapaay kenka.

### Foosun Chuuk (Chuukese/Trukese)

ESINESIN: Ika en mi kan fos non Chuukese, mi kawor aninisin awewen fos ese kamo ngonuk. Mi pwan kawor aninisin ousening me aninisin maken non och nikinik epwe mecheres ngonuk ese kamo. Kekeri 1-808-485-6625 ika fos ngeni noumw ewe chon awora aninis.

### 日本語 (Japanese)

注: 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。アクセシブル(誰もが利用できるよう配慮された)な形式で情報を提供するための適切な補助支援やサービスも無料でご利用いただけます。1-808-485-6625 までお電話ください。または、ご利用の事業者にご相談ください。

### Tagalog (Tagalog – Filipino)

PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyong tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format. Tumawag sa 1-808-485-6625 o makipag-usap sa iyong provider.

### Kajin Majōl (Marshallese)

IKIJEN: Ne kwōj kajin Majol, ewōr jibañ ejellok wonnen ñan kwe ilo kajin eo am. Ebar wōr kein roñjak im jibañ ko rekkar ñan lewaj melele ilo wāween ko kwōmaron loi im ejellok wonnen. Kall ae lok 1-808-485-6625 ñe ejab kenono ibben armij ak opij eo ej lewaj jerbal in jjibañ ñan kwe.

### Gagana fa'a Sāmoa (Samoan)

MAITAU MAI: Afai e te tautala (Samoa), e avanoa le auaunaga fai fua i lea gagana mo oe. Fesoasoani i ausilali ma auaunaga talafeagai e tu'uina atu fa'amatalaga i fola avanoa ma maua gofie e leai se tologi. Vala'au le 1-808-485-6625 pe talanoa i lau tagata fa'atonu

### Tonga (Tongan)

FAKATOKANGA: 'O kapau 'oku ke lea [Lea faka-Tonga], 'oku 'i ai e tokotaha ke tokoni ta'etotongi atu he lea koia. Oku 'i ai e ngaahi me'a ngaue mo e ngaahi ngaue kene 'omai ha ngaahi fakamatata pea 'i ha founga faingofua pea 'oku ma'u ta'etotongi foki. Telefoni ki he 1-808-485-6625 pe lea ki ho'o kautaha.

### Español (Spanish)

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-808-485-6625 o hable con su proveedor.

### Lokaiahn Pohnpei (Pohnpeian/Micronesian)

MEHN KAPEHSE: Mah ke kin Lokaiahn Pohnpei, mie sahpis en kawehwe lokaia kin kohda ni sohte pweipwei ohng kowe. Mehn sawas teikan oh sahpis ohng kihda mengihtik ni soangen mwowhmw teikan kak kohda ni sohte pweipwei. Eker 1-808-485-6625 de lokaiahng noumw soun sawas.

### ພາສາລາວ (Loatian/Lao)

ເຊິ່ງ ນຳ ຂາດ: ຖ້າທ່ານເວົ້າພາສາລາວ, ຈະມີບໍລິການຊ່ວຍດ້ານພາສາແບບບໍ່ເສຍຄ່າໃຫ້ທ່ານ. ມີເຄື່ອງຊ່ວຍແລະການບໍລິການແບບບໍ່ເສຍຄ່າທີ່ເໝາະສົມເພື່ອໃຫ້ຂໍ້ມູນໃນຮູບແບບທີ່ສາມາດເຂົ້າເຖິງໄດ້. ໂທຫາເບີ 1-808-485-6625 ຫລື ມັກ ບຸ້ງ ໃຫ້ບໍລິການຂອງທ່ານ.

### Bisaya (Bisayan/Visayan)

PAGTAGAD: Kung nagsulti ka [og Bisaya], magamit nimo ang libre nga serbisyo sa pagtabang sa sinultian. Ang angay nga mga pangtabang ug mga serbisyo aron mahatagan ang kasayuran sa ma-access sa mga format magamit usab nga wala'y bayad. Tawag sa 1-808-485-6625 o pakigsulti sa imong tighatag.

### ho'okomo 'ōlelo (Hawaiian)

MANA'O: Inā 'oe e 'ōlelo ['ōlelo Hawai'i], loa'a iā 'oe nā lawelawe kōkua 'ōlelo manuahi. Loa'a 'ia nā kōkua kōkua kūpono a me nā lawelawe e hā'awi i ka 'ike ma nā palapala hiki ke loa'a me ka uku 'ole. E kelepona iā 1-808-485-6625 a i 'ole e kama'ilio me kāu mea ho'olako.