



KNOW YOUR RIGHTS!

Under NY State's New Hospital Language Assistance Regulations

New York State recently adopted new rules that improve the services available in hospitals for patients who do not speak English. If any of the following have happened to you or anyone you know, it might be a violation of the new rules!

- You were told that the hospital could not assist you in your language.
- You were not asked which language you prefer speaking during your first visit to the hospital.
- You were not given information telling you how to get FREE language assistance services at the hospital you visited.
- You did not see signs about free language assistance services in the hospital.
- You were asked to bring your own interpreter to the hospital.
- The hospital asked a family member or stranger to be your interpreter.
- Someone under the age of 16 was asked to be your interpreter.
- You waited a long time to see a doctor because you asked for an interpreter.
- The interpreter you received did not speak your language well enough to translate medical information.
- You signed papers you did not understand because the papers were not translated into your language.

If any of the following have happened to you, please contact Bronx Health REACH at 212-633-0800 ext. 1232 or the New York Lawyers for the Public Interest at 212-244-4664 and ask for Nisha Agarwal.

Hospitals are not allowed to discriminate based on language, race, or immigration status.
Hospitals DO NOT share information with immigration agents.