

Accessibility Statement

Southwest Arkansas Regional Medical Center Accessibility Resources

Southwest Arkansas Regional Medical Center LLC, cares about our patients and making sure that we can communicate effectively with all of them.

Southwest Arkansas Regional Medical Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity or expression, transgender status, marital status, military or veteran status, genetic information, or religion. Southwest Arkansas Regional Medical Center does not exclude people or treat them differently because of race, color, national origin, age, disability, sex, sexual orientation, gender identity or expression, transgender status, genetic information, marital status, military or veteran status, or religion. Southwest Arkansas Regional Medical Center works to be inclusive and support everyone with the same high-quality level of care.

Multi-language Interpreter Services

If you (or someone you're helping) have questions regarding your coverage, you have the right to get help and information in your language at no cost. To talk to an interpreter, visit our Southwest Arkansas Regional Medical Center [Interpreter Services](#) page, or call 1-855-271-1346 for assistance.

Language Assistance and Alternative Formats

To improve communications, Southwest Arkansas Regional Medical Center provides the following services at no cost:

- Over-the-phone interpretation available in 200 languages
- American Sign Language interpreters (in-person or video)
- Linguistically-trained interpreters for visually-impaired customers
- Video interpretation from a smartphone or computer
- Teletype (TTY) services
- Written materials available in languages other than English
- Alternative formats including braille, audio, large print, and accessible PDF

To request language assistance or alternative formats, please visit our, visit our Southwest Arkansas Regional Medical Center Interpreter Services page, or call 1-855-271-1346.

Your Provider's Responsibilities

Your providers must provide free language assistance or in-person sign language interpretation at your request. If you need communication assistance, please let the staff know. If the provider will not provide the services you need, please, visit our Southwest Arkansas Regional Medical Center Interpreter Services page, or call 1-855-271-1346.

For Providers

Providers with questions about Southwest Arkansas Regional Medical Center language assistance requirements can learn more at Southwest Arkansas Regional Medical Center Interpreter Services page or call 1-855-271-1346.

On Southwest Arkansas Regional Medical Center Websites

We are continuously improving our digital experiences to meet or exceed universal design best practices and web accessibility standards. We follow and support Section 508 of the US Rehabilitation Act and the Web Content Accessibility Guidelines (WCAG) 2.0 AA from the W3C Web Accessibility Initiative.

To provide accessible web and mobile app experiences, we strive to:

- **Make our content and navigation easy to see**
- **Make it easy to interact using a mouse, keyboard, and/or touch screens**
- **Provide text and visual alternatives for sounds**
- **Provide text and audio alternatives for visuals**
- **Support using a computer without a monitor or display**
- **Support using assistive technologies (software like JAWS, Dragon Naturally Speaking and ZoomText) to navigate and access content**
- **Support the use of accessibility features on mobile devices and tablets (most come with a built-in screen reader and screen magnifier)**

We have built the site so that the pages are structured to be as inclusive as we can make them. As a result, mobile and assistive technology users will have a better experience.

Users can choose if they want the text of the site to be bigger or smaller to suit their needs. Eight percent of men are colorblind, so we cannot convey information purely with color. Images or text will be used along with color to see that nobody is excluded.

Users can adjust the size of the text by using a feature that is already built into all major browsers:

- **Press Ctrl & + to increase the page size.**
- **Press Ctrl & - to decrease the page size.**
- **Press Ctrl & 0 (zero) to reset the page size to the web page's default size.**

In addition, if you are having trouble accessing our websites or mobile apps, our Interpreter Service representatives can read the website to you.

If you find anything on our sites or apps difficult to use, please let us know.

To request assistance or report a problem, please contact Rebecca Williamson by email.

For Complaints

If you believe that you have been discriminated against, or if you believe that Southwest Arkansas Regional Medical Center or a provider did not accommodate your needs, we will promptly investigate and address the matter. Please visit Southwest Arkansas Regional Medical Center Interpreter Services page or call 1-855-271-1346.

If you believe that Southwest Arkansas Regional Medical Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity or expression, transgender status, genetic information, marital status, military or veteran status, or religion you can file a grievance with:

Discrimination Grievances:

Rebecca Williamson, Chief Compliance Officer | 2001 S. Main St. | Hope, AR 71801

You can also file a grievance with Ms. Williamson by email to rwilliamson@pafford-health.org If you need help filing a grievance, Ms. Williamson is available to help you.

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 <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, DC 20201**

1-800-368-1019 or 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

For assistance or more information

For assistance, questions or to report a problem, please contact Rebecca Williamson by email.

This Accessibility Statement was last updated on September 20, 2024.