

Accessibility Policy

Smile Island Dental, PLLC strives to be accessible to all patients. Our building has handicapped parking spaces just a few steps from our front door, and all the restrooms are ADA compliant.

Our office is also committed to compliance with Section 1557 of the Affordable Care Act, which addresses nondiscrimination. Our nondiscrimination policy is as follows:

Discrimination is Against the Law

Smile Island Dental, PLLC complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Smile Island Dental, PLLC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Smile Island Dental, PLLC:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats)

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact Dr. Rupande Patel.

If you believe that Smile Island Dental, PLLC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance 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 Ave, SW
Room 509F, HHH Building
Washington, DC 20201

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

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

Language assistance services are available free of charge to our patients. If possible, please call to request translation services at least 48 hours in advance. Phone numbers for translation services are found below:

In office during all normal business hours:

Qualified bilingual staff in English and Spanish. *Personal bilingüe calificado.*

Call to schedule other translations services:

Insured by **MCNA** 1-855-691-6222/TTY 1-800-735-2989

Insured by **DentaQuest** 1-800-516-0165/ TTY 711

Insured by Texas Health and Human Services (**Medicaid**) 1-866-566-8989 / TTY 1-866-222-4306

Uninsured/Other 972-378-6762 – translation services will be arranged through Dallas Catholic Charities by Dr. Rupande Patel.

Hearing impaired patients or parents may text our office 24 hours a day. Dr. Patel at 972-814-3545

Please alert our office staff if you need other accommodations such as large type or audio.

Download the TRANSLATION INFORMATION file for information in the top 15 languages spoken in Texas. **1-xxx-xxx-xxxx / TTY: 1-xxx-xxx-xxxx: fill in phone numbers as noted above.**