



NOTICE OF NON-DISCRIMINATION

Discrimination is Against the Law

CAMC complies with applicable federal and state civil rights laws and does not discriminate on the basis of age, race, color, national origin, religion, culture, language, disability, socioeconomic status, sex, sexual orientation, gender identity or expression or because a patient is covered by a program such as Medicaid or Medicare.

If you need these services, please see someone in registration or in the emergency department.

If you believe that CAMC has failed to provide these services or discriminated, you can file a grievance with the director of Patient Experience at **(304) 388-2005** or patientexperience@camc.org.

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Director of Patient Experience is available to help you.

CAMC

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters (including through video-remote technology and telephonic assistance)
 - Information in alternate formats (audio)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters (including through video-remote technology and telephonic assistance)
 - Information written in other languages

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 Ave. SW
Room 509F – HHH Building
Washington, DC 20201
1-800-368-1019, 1-800-537-7697 (TDD)

Complaint forms are available at www.hhs.gov/ocr/office/file/index.html.