



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.

CAMC provides free aids and services to people with disabilities to communicate effectively with us. We also provide free language services to people whose primary language is not English, such as:

- Qualified interpreters (through video-remote technology and telephonic assistance)
- Information written in other languages

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.

If patients or their representatives have questions or concerns regarding the communication assistance provided, they will be notified to contact the Department of Social Work during regular office hours at **(304) 388-6900**. On evenings and weekends, individuals may contact the social worker on-call at **(304) 590-6092** or **(304) 590-5693**.

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:

US 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 <http://www.hhs.gov/ocr/office/file/index.html>.