

Notice Informing Individuals About Nondiscrimination and Accessibility Requirements

Discrimination is Against the Law

Memorial Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes). Memorial Health does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

Memorial Health:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provides free language assistance services to people whose primary language is not English, which may include:
 - Qualified interpreters
 - Information written in other languages.

NOTICE OF NONDISCRIMINATION AND ACCESSIBILITY REQUIREMENTS

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, please either notify us when scheduling an appointment or inform a member of your care team at the time of your service.

If you believe that Memorial Health 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 Patient Experience Department or the Civil Rights Coordinator. You can file a grievance in person, by mail, or email. If you need help filing a grievance, the Patient Experience Department is available to help you.

Patient Experience Department
500 London Avenue
Marysville, OH 43040
937.578.2355 or toll free 1.800.686.4677 ext. 2355
patientexperience@memorialohio.com

Civil Rights Coordinator (Section 1557 Coordinator)
500 London Avenue
Marysville, OH 43040
937-578-2495 or toll free 1.800.686.4677 ext. 2495
cassandra.wallace@memorialohio.com

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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, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at

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

This notice is available at Memorial Health's website:
www.memorialohio.com

NONDISCRIMINATION AND ACCESSIBILITY REQUIREMENTS RECEIPT CONFIRMATION: I have received a copy of Memorial Health's Notice of Nondiscrimination and Accessibility Requirements. Additional copies can be provided upon your request.

Patient or Legal Representative's Signature

Date

Witness

Date

Reason for signature by person authorized to sign for patient in lieu of signature of patient:

Minor (Under
18 years)

Mental
Condition

Physical
Condition

Verbal
Consent

Telephone
Consent

Patient Name

Obtained From

Relationship

Additional Witness (Optional)

Phone Number

Date/Time

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