

NOTICE INFORMING INDIVIDUALS ABOUT NONDISCRIMINATION AND ACCESSIBILITY REQUIREMENTS

Ephraim McDowell Health, Inc. and its affiliated and related entities (“Ephraim McDowell Health”) complies with applicable Federal civil rights laws and does not discriminate in its health care programs or activities on the basis of race, color, national origin, age, disability, or sex. Ephraim McDowell Health does not exclude people or treat them differently in its health programs or activities because of race, color, national origin, age, disability, or sex.

Ephraim McDowell Health:

- 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, other 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, please speak with the office staff or call:

Weekdays (Monday through Friday)

7:30 a.m. – 5:30 p.m. - EMH Patient Representative: 859.239.1230 or 859.239.2453

If you believe that Ephraim McDowell Health, Inc. has failed to provide these services or discriminated in another way in its health care programs or activities on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Tammy Meade Ensslin, Civil Rights Coordinator, Ephraim McDowell Health, Inc., 217 South Third Street, Danville, KY 40422, (Phone: 859.239.2341), (Fax: 859.239.6762), (Email: tensslin@emhealth.org). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Tammy Meade Ensslin, Civil Rights Coordinator, 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, 1-800-868-1019, 800-537-7697 (TDD).

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