

FREEMAN HEALTH SYSTEM

NOTICE

INFORMING INDIVIDUALS ABOUT NONDISCRIMINATION

AND ACCESSIBILITY REQUIREMENTS AND NONDISCRIMINATION STATEMENT:

DISCRIMINATION IS AGAINST THE LAW

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

Freeman Health System:

- 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, contact an Admissions representative or your nurse. If you believe that Freeman Health System 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 Freeman Health System's Director of Risk Management and Patient Relations, 1102 W. 32nd Street Joplin, MO 64804, 417-347-4940 [Phone], 800-682-8706 [Voice], 1-800-682-8786 [Text Telephone (TTY) Number], 417-347-3610 [Fax], <https://www.freemanhealth.com/about-us/helpful-numbers/contact-us> [Website]. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Freeman Health System Director of Risk Management and Patient Relations 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, 800-868-1019 [Phone], 800-537-7697 [TDD]; or

You can also file a civil rights complaint with the Missouri Department of Social Services, Office for Civil Rights by mail or phone at: Department of Social Services, Office for Civil Rights, P.O. Box 1527, Jefferson City, MO 65102, 800-776-8014 [Phone], or (866) 735-2460 [Voice]; (800) 735-2966 [Text].