

A. NON-DISCRIMINATION

Responsibility: Civil Rights Coordinator, all other personnel associated with the Center

Policy: In accordance with The Affordable Care Act (ACA) Section 1557, it is Center policy not to discriminate on the basis of race, color, national origin, age, disability, or sex. The Center does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. This policy applies to patients and staff members. The Administrative Director acts as the Civil Rights Coordinator.

Effective Date: March 2011

Review Date(s): November 2016

Revision Date(s): November 2016

Procedure:

1. The Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. The Center does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.
2. The Center:
 - 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: or
 - Information written in other languages
3. If a patient needs these services, the patient can contact the Center's Civil Rights Coordinator.
4. If a patient believes that the Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, he/she can file a grievance with:

K. Loretta Rice, RN, BSN, CORN, Administrative Director
631 Professional Drive, Suite 390
Lawrenceville, Georgia 30046-3370
770-338-1666-ext 202
770-338-1636-fax
loretta@gwinnettsurgical.com

Patients can file a grievance in person or by mail, fax, or email. If a patient needs help filing a grievance, **K. Loretta Rice, RN, BSN, CORN, Administrative Director** is available to help them.

5. A patient 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>