

Notice About Nondiscrimination and Accessibility Requirements

English

DISCRIMINATION IS AGAINST THE LAW

Methodist Le Bonheur Healthcare (“MLH”) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex. MLH does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

In addition, MLH:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to ensure effective communication and equal opportunity to participate, including:
 - 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 when needed to provide meaningful access, including:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact MLH’s Civil Rights Coordinator, Loretta M. Hinton, MLH VP/Chief Compliance & Privacy Officer, whose contact information appears below. You may request services in person, by phone, by email, or via our website at <https://www.methodisthealth.org/Legal/non-discrimination>. Services are provided free of charge and in a timely manner.

If you believe that MLH 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 Civil Rights Coordinator at:

Loretta M. Hinton, VP/Chief Compliance & Privacy Officer
Methodist Le Bonheur Healthcare
1211 Union Avenue, Suite 700
Memphis, TN 38104
Telephone: 901-478-0553
Email: Loretta.Hinton@mlh.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the 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

Telephone: 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 <https://www.methodisthealth.org/Legal/non-discrimination>.