



UnityPoint Health

UnityPoint Health Nondiscrimination/Accessibility Notice

UnityPoint Health does not discriminate, exclude, or treat people differently on the basis of race, color, national origin, age, disability, or sex. We provide the following for free:

- Communication aids and services to people with disabilities, such as:
 - Sign language interpreters
 - Written information in other formats
- Language services to people whose primary language is not English, such as:
 - Interpreters
 - Information written in other languages

If you need these services, please contact Guest Relations at the location where you are receiving care. Specific contact information is provided in the location-specific “Nondiscrimination/Accessibility Notice.” To find the notice for your location, go to <http://www.unitypoint.org> and select your location/region. Then at the bottom of the regional home page, select “Nondiscrimination/Accessibility Notice.”

If you believe that we have failed to provide these services or discriminated on the basis of race, color, national origin, age, disability or sex, you can file a grievance in person, by mail or by phone with Guest Relations at the location where you are receiving care.

You may submit a complaint using the UnityPoint Compliance Helpline, run by an independent party. To do so, call 1-800-548-8778 (24 hours/day, 7 days/week). You may call and request assistance in either English or Spanish. You may also submit a concern online at <http://www.mycompliancereport.com> (use Access ID “UPHT”). Whether you call or make an online report, you may remain anonymous if you wish.

Guest Relations staff at your location are available to help you file a grievance. You can also file a complaint with U.S. Department of Health and Human Services Office for Civil Rights electronically at [U.S. Department of Health & Human Services - Office for Civil Rights \(hhs.gov\)](http://www.hhs.gov/ocr/office/file/index.html), or by mail, phone, or email:

- U.S. Department of Health and Human Services, 200 Independence Avenue, SW Room 509F, HHH Building, Washington, D.C. 20201
- 1-800-368-1019, 1-800-537-7697 (TDD)
- Email: OCRComplaint@hhs.gov

Additional information is available at: <http://www.hhs.gov/ocr/office/file/index.html>