

Nondiscrimination/Accessibility Notice

Humboldt County Memorial Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes). Humboldt County Memorial Hospital does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

Humboldt County Memorial Hospital:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services 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 assistance services to people whose primary language is not English, which may include:
 - Qualified interpreters
 - Information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact **Humboldt County Memorial Hospital** team member or call 515-332-4200.

If you believe that **Humboldt County Memorial Hospital** 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 Patient Experience Director. Contact information is provided below. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, our Patient Experience Coordinator is available to help you.

Patient Experience Contact

Phone: (515) 332-4200

Email: alisona@humboldthospital.org

Humboldt County Memorial Hospital

Attn: Patient Experience Coordinator

1000 North 15th Street

Humboldt, IA 50548

Fax: (515) 332-7690

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:

US Dept. 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>. For more information, ask for the **Humboldt County Memorial Hospital Knowing Your Rights as a Patient Brochure**.