

# Arnot Health Policy of Non-Discrimination

Arnot Health complies with all applicable federal civil rights laws, including Section 1557 of the Affordable Care Act, and Title VI of 1964 (49 CFR part 21). We do not discriminate on the basis of race, color, national origin, age, disability, sexual orientation, gender identity or non-English Speaking individuals.

Persons with Limited English Proficiency (LEP) are also eligible for assistance and services.

In compliance with Section 1557, we will provide language assistance to include interpreters and translation of documents. In addition, Arnot Health will provide appropriate and available aids and services and provide reasonable accommodation for qualifying individuals. Arnot Health provides these services free of charge.

Individuals and/or their families or caregivers may request these services during registration or at any time during their hospital stay by submitting their request to staff involved in their care.

Any person who feels they are the subject of discrimination, or that the appropriate language or disability assistance has not been provided, may file a grievance.

Persons may initially try to resolve their concern by calling the **Condition H line at 607-735-5900**, which is available 24 hours a day, 7 days a week; by email at **TitleVICoordinator@arnothealth.org**. *The Condition H line should be used for immediate concerns; the email address will be monitored during business hours only and is not for urgent needs.* These concerns will be forwarded to the appropriate Arnot Health administrative person for resolution. All grievances regarding violation of Section 1557 will be submitted to the Section 1557 Coordinator within 7 days.

Persons who are not satisfied with the resolution provided or who have grievances after the fact may submit them by calling Health on Demand at 607-735-5900, who will forward the grievance to the Patient Experience Team. These grievances shall also be submitted to the Section 1557 Coordinator within 7 Days.

Filing an internal grievance does not preclude a person from filing a grievance with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is available at: <https://ocrportal.hhs.gov/ocr/smartscreen/main.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 TDD: 1-800-537-7697**

ArnotHealth

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