## **Bright Start Pediatrics PC Nondiscrimination Notice**

Discrimination is Against the Law

Bright Start Pediatrics PC complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Bright Start Pediatrics PC does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Bright Start Pediatrics PC:

Provides free aids and services to people with disabilities to communicate effectively with us such as:

Oualified sign language interpreters

Provides free language services to people whose primary language is not English such as: Qualified interpreters

If you need these services, contact: Molly Crabtree at 269-818-0070

If you believe that Bright Start Pediatrics PC 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:

Amy Beck, MD 1375 W. Green Street Suite #3 Hastings, MI 49058 P. (269) 818-0070 F. (269) 818-0044 molly@brightstart-pediatrics.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Amy Beck, MD 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 compliant portal, available at <a href="https://ocrportal.hhs.gov/ocr/portal/lobby.jsf">https://ocrportal.hhs.gov/ocr/portal/lobby.jsf</a>, 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 <a href="http://www.hhs.gov/ocr/office/file/index.html">http://www.hhs.gov/ocr/office/file/index.html</a>

| Language:      | Tag Line:  | Contact Number: |
|----------------|--|-----------------|
| Albanian       | KUJDES: Nëse flitni shqip, për ju ka në dispozicion shërbime të asistencës gjuhësore, pa pagesë.                   | 1-800-822-5552  |
| Arabic         | ملحوظة. إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم xxx-xxx-xxxx (رقم        | 1-800-822-5552  |
| Bengali        | লক্ষ্যকরুলঃ যদি আপনিবাংলা, কথাবলভে পারেন, ভাহলেনিঃ খরচায়ভাষামহায়ভাপরিষেবাউপলব্ধআছে। ফোনকরুল১                     | 1-800-822-5552  |
| Chinese        | 注意:如果您使用繁體中文,您可以免費獲得語言援助服務。請致電   | 1-800-822-5552  |
| German         | ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.        | 1-800-822-5552  |
| Italian        | ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. | 1-800-822-5552  |
| Japanese       | 注意事項:日本語を話される場合、無料の言語支援をご利用いただけます。   | 1-800-822-5552  |
| Korean         | 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.   | 1-800-822-5552  |
| Polish         | UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej.                                   | 1-800-822-5552  |
| Russian        | ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.                           | 1-800-822-5552  |
| Serbo-Croatian | Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno.                                     | 1-800-822-5552  |
| Spanish        | ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.                  | 1-800-822-5552  |
| Syriac         | ې ۱ نو بل خو مه دن لوبي ي نه به  | 1-800-822-5552  |
| Tagalog        | PAUNAWA: Kung nagsasalitaka ng Tagalog, maaarikanggumamit ng mgaserbisyo ng tulongsawikanangwalangbayad.           | 1-800-822-5552  |
| Vietnamese     | CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.                               | 1-800-822-5552  |

## NONDISCRIMINATION GRIEVANCE PROCEDURE

Any patient who believes he or she has been the subject of an unlawful discrimination, including but not limited to: race, color, national origin, sex, age, or disability, including individuals with limited English proficiency, should report the alleged act immediately to the practice in writing. Be sure to describe the acts or omissions you believe violated your civil rights laws or regulations. The alleged act should be reported to:

Bright Start Pediatrics PC Amy Beck, MD 1375 W. Green Street Suite 3 Hastings, MI 49058 P. 269.818.0070 F. 269.818.0044

Upon presentation of the complaint, an impartial investigation by the practice will be undertaken immediately. Under the direct supervision of the Compliance Officer, all parties involved will be interviewed for details, dates, witnesses, documentation and anything pertaining to the investigation. A written summary of the interviews will be presented to the appropriate party/parties within the practice. Conclusions will then be drawn as to if discrimination occurred. Appropriate disciplinary action up, to and including immediate termination, will be taken against an employee if discrimination occurred per Section 1557. The patient will be notified upon the conclusion of the investigation with reasoning for the decision(s) taken by the practice.

If the patient is dissatisfied with the resolution by Bright Start Pediatrics PC, or if after notifying Amy Beck, MD the alleged discrimination continues to occur, the patient may file a formal complaint with the Office of Civil Rights (OCR).

## Mail to:

Centralized Case Management Operations U.S. Department of Health and Human Services 200 Independence Avenue, S.W. Room 509F HHH Bldg. Washington, D.C. 20201

Email to:

OCRComplaint@hhs.gov