



## **Discrimination is Against the Law**

Memorial Healthcare complies with all applicable Federal civil rights laws including Section 1557 of the Affordable Care Act and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)). Memorial Healthcare does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

### **Memorial Healthcare:**

- 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 (i.e., large print, etc.).
- Provides free language assistance services to individuals 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 Chelsea Mishler, Patient Advocate and Section 1557 Coordinator, whose contact is listed below.

If you believe that Memorial Healthcare 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:

**Chelsea Mishler, Patient Advocate and Section 1557 Coordinator**  
**826 W. King Street, Owosso, MI 48867**  
**Phone: 989-729-4731, Ext. 1831**  
**Email: [cmishler@memorialhealthcare.org](mailto:cmishler@memorialhealthcare.org)**

You can file a grievance in person or by mail or email. If you need help filing a grievance, Chelsea Mishler, Patient Advocate and Section 1557 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, 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>.

This notice is also available at Memorial Healthcare's website:

[www.MemorialHealthcare.org/non-discrimination-notice](http://www.MemorialHealthcare.org/non-discrimination-notice)