

Palos Hills Surgery Center:

- Complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.
- Does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Palos Hills Surgery Center:

- Provides free aids and services to people with disabilities 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 services to people whose primary language is not English, such as:
 - Qualified interpreters

- Information written in other languages

If you need these services, contact:

Leticia Ramirez

If you believe that you have been denied any of these services or discriminated against in another way, on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Leticia Ramirez, Director

10330 S. Roberts Rd 3rd Fl

708-237-7296

LeticiaRamirez@MidAmericaOrtho.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the following person is available to help you:

Leticia Ramirez, Director

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>