



UMC HEALTH SYSTEM

Service • Teamwork • Leadership

UMC Health System complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex (including pregnancy, sexual orientation, or gender identity or expression). UMC Health System does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

UMC Health System:

- 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, ask at the Guest Services desk in the UMC Main Lobby or staff in UMC's Patient Experience Office (806-775-8755).

If you need to request a reasonable modification to UMC policies due to a disability or if you believe that UMC Health System has failed to provide these services or has discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can speak to or file a grievance with: UMC Patient Experience, 602 Indiana Avenue, Lubbock, Texas 79415, 806-775-8755, or UMC's Section 1557 Coordinator, Landon Hood, at landon.hood@umchealthsystem.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the staff in UMC's Patient Experience Office (806-775-8755) are available to assist 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

1-800-868-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>