

Discrimination is Against the Law

In accordance with the provisions of Title VI of the Civil Rights Act of 1964, section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Section 1557 of the Affordable Care Act and the regulations issued thereunder, Hillcrest Hospital Claremore complies with the applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, gender or sex. Hillcrest Hospital Claremore does not exclude people or treat them differently because of race, color, national origin, age, disability, gender or sex.

Hillcrest Hospital Claremore

- **Provides free aids and services to people with disabilities to communicate effectively with us, such as:**
 - Qualified sign language interpreters
 - A twenty-four hour (24) telecommunication service that has access to a qualified interpreter.
 - Flash cards, alphabet boards and other communication boards (if available)
 - Assistive devices for person with impaired manual skills (if available)
- **Provides free language services to people whose primary language is not English, such as:**
 - Qualified interpreters
 - Information written in other languages
- **Provides convenient off-street parking designated specifically for disabled persons**
- **Provides Curb cuts and ramps between parking areas and buildings**
- **Fully accessible office, meeting rooms, bathrooms, public waiting areas, patient treatment areas, including examining rooms**
- **Provides level access into the first floor level with elevator access to other floors (if applicable)**

If you need any services or aids listed above, please let the receptionist or your nurse know or contact the Section 504/1557 Coordinator/Compliance Officer, shown below.

If you believe that Hillcrest Hospital Claremore has failed to provide services or discriminated in another way on the basis of race, color, national origin, age, disability, gender or sex, you can file a grievance with:

Hillcrest Hospital Claremore Compliance Officer

1202 N. Muskogee Pl.
Claremore, OK, 74017
918-342-6777

State Relay Number: 711 or Oklahoma State Relay Service at (800)722-0353 [TTY]

You can file a grievance in person or by mail. If you need help filing a grievance, Hillcrest Hospital Claremore Compliance Officer is available to help you. Your grievance must be filed within 60 days of the date you became aware of the alleged discriminatory action, and must include your name and address, the problem or action alleged to be discriminatory, and the remedy or relief you are seeking.

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: U.S. Department of Health and Human Services
200 Independence Avenue,
SW Room 509F, HHH Building
Washington, D.C. 20201

PHONE: 1-800-368-1019, 800-537-7697 (TDD)



