



*Well Ahead*

## **Notice of Nondiscrimination**

Gothenburg Health complies with applicable Federal Civil Rights laws and does not exclude, deny access/benefits to health care, or otherwise discriminate against or treat differently any person on the basis of race, color, national origin, disability, age, sexual orientation or stereotyping, gender identity, genetic information, pregnancy, childbirth and related medical conditions in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by Gothenburg Health directly or through a contractor or any other entity arranged to carry out its programs and activities.

This statement is 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, and Affordable Care Act Section 1557.

Gothenburg Health is dedicated to providing services to patients and welcoming visitors in a manner that respects, protects, and promotes patient rights.

1. Personnel will treat all patients and visitors receiving services from or participating in other programs of Gothenburg Health with equality in a welcoming manner that is free from discrimination based on age, race, color, creed, ethnicity, religion, national origin, marital status, sex, sexual orientation, gender identity or expression, disability, veteran or military status, or any other basis prohibited by federal, state, or local law.
2. Personnel will inform patients of the availability of and make reasonable accommodations for patients consistent with federal and state requirements. For example, language interpretation services will be made available for non-English speaking patients and sign language interpretation will be made available for hearing impaired patients.
3. Personnel will determine eligibility for and provide services, financial aid, and other benefits to all patients in a similar manner, without subjecting any individual to separate or different treatment on the basis of age, race, color, creed, ethnicity, religion, national origin, marital status, sex, sexual orientation, gender identity or expression, disability, veteran or military status, or any other basis prohibited by federal, state, or local law.

4. Personnel will provide privacy notices to patients regarding Nondiscrimination Gothenburg Health's commitment to providing access to and the provision of services in
5. Personnel will adhere to visitation rights for patients free from discrimination based on age, race, color, creed, ethnicity, religion, national origin, marital status, sex, sexual orientation, gender identity or expression, disability, veteran or military status, or any other basis prohibited by federal, state, or local law and will ensure that visitors receive equal visitation privileges consistent with patient preferences.
6. Any person who believes that he, she, or another person has been subjected to discrimination which is not permitted by this policy, may file a complaint to the quality coordinator using the complaint and grievance process.
7. Personnel are prohibited from retaliating against any person who opposes, complains about, or reports discrimination, files a complaint, or cooperates in an investigation of discrimination or other proceeding under federal, state, or local anti-discrimination law.
8. Gothenburg Health Compliance Officer or designee is responsible for coordinating compliance with this policy, including giving notice to and training all personnel on this Policy.
9. Patients 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>