

Discrimination is Against The Law

Orchid Health complies with applicable Federal Civil Rights laws. Orchid Health does not discriminate based on an individual's race, color, sex, national origin, disability, religion, age, sexual orientation, or gender identity. In addition, Orchid Health does not discriminate in the provision of services to an individual based on an individual's inability to pay; whether payment for those services would be made under Medicare, Medicaid, or CHIP.

Orchid Health provides free aids and services to people with disabilities to communicate 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 and information written in certain other languages

If you believe that Orchid Health has failed to provide these services or discriminated in another way on the basis of race, color, sex, national origin, disability, religion, age, sexual orientation, gender identity, or the inability to pay, you can file a grievance with:

- Compliance Manager
P.O. Box 546, Gresham, OR 97030
541-234-3255 X 406
www.orchidhealth.org
FAX: 541-782-5823
clairecier@orchidhealth.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Compliance Manager is here to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office of Civil Rights, electronically through the Office of Civil Rights Complaint Portal, available at <https://ocrportal/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>