



## Notice of Nondiscrimination and Accessibility Requirements


Great River Health's Rural Health Clinics comply with applicable Federal civil rights laws and does not discriminate on the basis of race, color, creed, religion, national origin, including limited English proficiency and primary language, age, disability, sex, including sex characteristics (such as intersex traits), pregnancy or related conditions, sexual orientation, gender identity/expression, and sex stereotypes, genetic information, ability to pay, or because payment for services is made under Medicare, Medicaid, or the Children's Health Insurance Program. Great River Health's Rural Health Clinics do not exclude people or treat them less favorably because of race, color, creed, religion, national origin, age, disability, sex, genetic information, ability to pay, or because payment for services is made under Medicare, Medicaid, or the Children's Health Insurance Program.

### Great River Health's Rural Health Clinics:

- Provide people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats).
- Provide free language assistance services to people whose primary language is not English, which may include:
  - Qualified interpreters
  - Information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact Section 1557/Civil Rights Coordinator.

If you believe that one of Great River Health's Rural Health Clinics has failed to provide these services or discriminated in another way on the basis of race, color, creed, religion, national origin, age, disability, sex, genetic information, ability to pay, or because payment for services is made under Medicare, Medicaid, or the Children's Health Insurance Program, you can file a grievance with Section 1557/Civil Rights Coordinator, 5445 Avenue O, Fort Madison, IA 52627, 319-376-1154, [compliance@greatrivierhealth.org](mailto:compliance@greatrivierhealth.org). You can file a



grievance in person or by mail, phone, or email. If you need help filing a grievance, Section 1557/Civil Rights Coordinator is available to help 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

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

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

This notice is available on Great River Health's Rural Health Clinics' websites:

<https://www.greatriverhealth.org/our-locations/keokuk-clinic/>

<https://www.greatriverhealth.org/our-locations/mount-pleasant-clinic/>

<https://www.greatriverhealth.org/our-locations/new-london-clinic/>

<https://www.greatriverhealth.org/our-locations/wapello/>

<https://www.greatriverhealth.org/our-locations/wayland/>

<https://www.greatriverhealth.org/our-locations/winfield/>

Great River Health's Rural Health Clinics includes all services provided at the following sites:

- Henry County Health Center - Keokuk Clinic
- Henry County Health Center - Mt Pleasant Clinic
- Henry County Health Center - New London Clinic
- Henry County Health Center - Wapello Clinic
- Henry County Health Center - Wayland Clinic
- Henry County Health Center - Winfield Clinic