



Notice of Consumer Civil Rights

Lawrence Memorial Hospital and its Physician Clinics comply with applicable Federal civil rights laws and provide care that is sensitive to cultural, racial, religious and other differences. Lawrence Memorial Hospital and its Physician Clinics do not discriminate on the basis of race, religion, age, ethnicity, culture, language, socio-economic status, sex, sexual orientation, gender identity or expression, national origin, physical or mental disability, or source of payment.

Lawrence Memorial Hospital and its Physician Clinics:

- Provide free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provide free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages

If you need these services, contact Care Coordination at **785-505-5000**.

If you believe that Lawrence Memorial Hospital or its Physician Clinics have failed to provide these services or discriminated in another way, you can file a grievance with:

Compliance Department • 325 Maine, Lawrence, KS 66044 • Phone: 877-474-1363 • E-mail: compliance@lmh.org

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 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>