

Discrimination is Against the Law

Monroe Surgical Hospital (MSH) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. MSH does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Monroe Surgical Hospital:

- *Provides free aids and services to people with disabilities to communicate effectively with us, such as:*
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, etc.)

- *Provides free language services to people whose primary language is not English, such as:*
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Robert J. Bozeman, MSH's Civil Rights Coordinator, who is also MSH's General Counsel.

If you believe that MSH has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Robert J. Bozeman, General Counsel of MSH. You can file a grievance in person, by mail, fax, or email. If you need help filing a grievance, Robert J. Bozeman is available to help you. Mr. Bozeman's address is:

130 DeSiard Street, Suite 300
Monroe, Louisiana 71291
Phone: (318) 998-3215
TTY: (866) 524-5144
Fax: (318) 361-2165
Email: rbozeman@vhpla.com

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 mail at:

U.S. Department of Health and Human Services
200 Independence Ave. SW., Room 509F, HHH Building
Washington, DC 20201
Phone: 1-800-868-1019, 800-537-7697 (TDD)

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