

Notice of Nondiscrimination and Accessibility Requirements

Medical Center Health System complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability or sex.

Medical Center Health System does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Medical Center Health System:

- 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, other formats)
- 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 the Patient Experience Director at (432) 640-2273 or fax at (432) 640-2252.

If you believe that Medical Center Health System 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: Patient Experience Director, 500 West 4th Street, Odessa, Texas 79761. You may contact by phone (432) 640-2273 or fax (432) 640-2252. You can file a grievance in person, phone or fax. If you need help filing a grievance, the Patient Experience Director is available to help you.

You can also file a civil right 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)

