



Chester, IL

Policy Title: Office of Civil Rights Section 1557-Non-discrimination Notice

Effective Date: 10/17/2016

NOTICE

Memorial Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, religion, sex or sexual orientation. Memorial Hospital does not exclude people or treat them differently because of race, color, national origin, age, disability, religion, sex or sexual orientation.

Memorial Hospital:

- Provides free aids and services to people with disabilities to communicate effectively with use, such as;
 1. TTY Services for persons who are deaf or hearing impaired
 2. 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:
 1. Qualified interpreters through Stratus Audio
 2. Information written in other languages

If you are in need of assistance, please make our staff aware of your request.

Contact us at 618-826-4581.

If you believe that Memorial Hospital has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, religion, sex or sexual orientation, you can file a grievance with: Memorial Hospital Administration, 1900 State Street, Chester, IL 62233, fax #618-826-2899 or TTY 7-1-1 or 1-800-526-0844. You can file a grievance in person, by mail, e-mail, phone or fax. If you need help filing a grievance the Memorial Hospital Compliance Officer is available to help you at phone number 618-826-4581, ext. 1156.

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>, for 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
1-800-868-1019, 1-800-537-7697 (TDD)
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.