

Anti-Discrimination Policy

North Orlando Surgical Group, Inc.

- Complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.
- Does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex. • 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)

North Orlando Surgical Group, Inc.

- 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 Amanda DiNapoli, office manager.

If you believe that you have been denied any of these services or discriminated against in another way, on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Amanda DiNapoli, Practice Manager
2864 Wellness Ave., Suite 200
Orangethorpe City, FL 32763
(386) 775-0333
adinapoli@northorlandosurgical.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the following person is available to help you:

Amanda DiNapoli, Practice Manager

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> A