



## Discrimination is Against the Law

Mountain View Hospital and its affiliates complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)). Mountain View Hospital does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

Mountain View Hospital:

1. Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
  - i. Qualified sign language interpreters
  - ii. Written information in other formats (large print, audio, accessible electronic formats, other formats)
2. Provides free language services to people whose primary language is not English, which may include:
  - i. Qualified interpreters
  - ii. Information written in other languages

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, call 208-542-2700 or ask a staff member.

If you believe that Mountain View Hospital 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: Risk Management, 2325 Coronado St., Idaho Falls, Idaho, 83404, 208-542-7122 or [feedback@mountainviewhospital.org](mailto:feedback@mountainviewhospital.org). You can file a grievance in person, phone, by mail or email. If you need help filing a grievance, Risk Management is available to help you.

If you have an issue or concern in which you cannot resolve at the local level, you may contact the Idaho Department of Health and Welfare. Send your written complaint to Department of Health and Welfare, 3232 Elder St., Boise, ID 83705 or call at 208-334-6626.

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 1-800-368-1019, 800-537-7697(TDD) Washington, D.C. 20201

If you believe your health information privacy rights have been violated, you may also file a complaint with the U.S. Department of Health and Human Services. Your complaint must be in writing and you must name the organization that is the subject of your complaint and describe what you believe was violated. Send your written complaint to: Region 10, Office for Civil Rights, U.S. Department of Health and Human Services, 2201 Sixth Ave - Suite 900, Seattle, WA 98121-183.