

Notice of Nondiscrimination

Baptist Health complies with applicable Federal civil rights laws and will admit and provide treatment to patients without regard to the individual's race, color, national origin, sex, religion, age, handicap, sexual orientation or gender identity.

Baptist Health:

- 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 Debbie Spiker, the Section 1557 Coordinator. If you believe that Baptist Health 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:

Debbie Spiker, Manager of Interpreting Services and Section 1557 Coordinator
800 Prudential Dr., Suite 315, Jacksonville FL 32207
Phone: 904.202.2435, Fax: 904.202.2750,
Email: debbie.spiker@bmcjax.com (<mailto:debbie.spiker@bmcjax.com>)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Debbie Spiker, Manager of Interpreting Services and Section 1557 Coordinator is available to help you.

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 (<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 from the Office for Civil Rights. (<http://www.hhs.gov/ocr/office/file/index.html>)

Effective Communication With Patients and Families

As part of our commitment to patient safety, we provide services and resources to ensure that effective communication and access is possible among patients, families and caregivers.

Please tell us if we can help you in one or more of these areas:



Interpreting Services are provided at no cost to our patients, family members and guests. We offer in-person interpretation, as well as dual-language phone and video remote interpretation. If you have questions, concerns or would like to obtain interpreting services, please call extension 22435.