



Discrimination Policy

The facility does not discriminate, exclude people, or treat them differently on the basis of race, color, national origin, age, disability, or sex.

The facility provides free aids and services for disabilities as follows:

- Qualified sign language interpreters
- Written information in other formats (large print, electronic formats, etc)

The Center provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

Patients who believe that the facility has failed to provide these services may file a complaint with the either in person or

by mail, fax or email. (See Grievance Procedure)

Patients can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights.

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>

GRIEVANCE PROCEDURE

Please contact the following with any concerns or complaints related to your experience at the surgery center. Complaints are reviewed and acted upon as they are received.

Administrator:

Dwayne Kertanis

860-701-0140



The patient, family member, and visitor to the facility may contact the following if not satisfied with the outcome of their complaint:

Connecticut Department of Public Health

410 Capitol Avenue

Hartford, CT 06134-0308

1.800.509.7400

TTY 860.509.7179

Medicare Ombudsman

1-800-633-42273

www.medicare.gov/claims-and-appeals/index.html