



Oneida Health's Notice of Nondiscrimination Discrimination is Against the Law

Oneida Health is committed to ensuring that all individuals, regardless of their background, have equal access to health care services and emphasizing the need for inclusive health care practices. In the provision of our health care services to individuals, Oneida Health complies with applicable Federal Civil Rights and New York State laws and, as a result, does not discriminate against, exclude, or treat people differently (less favorably).

Oneida Health will not discriminate in the provision of health care services to an individual:

- based upon the individual's race, color, age, national origin, culture, language, physical or mental disability, religion, socio-economic status, source of payment, sex (gender), sexual orientation, gender identity or gender expression, or any combination thereof.
- because the individual is unable to pay for their health care services.
- because payment for those services would be made under Medicare, Medicaid, or the Children's Health Insurance Program (CHIP).

Oneida Health provides free and appropriate auxiliary aids and services to people with disabilities, as well as free language services to people whose primary language is not English (LEP-Limited English Proficiency) to allow for effective communication between the patient and our staff. Examples of these include:

- Qualified Sign Language Interpreters (American Sign Language, onsite/remotely);
- Written information in other formats (large print, accessible electronic formats, other formats);
- Qualified interpreters familiar with their language and medical terminology;
- Information written in other languages (vital forms converted to applicable languages);
- The use of IPADS and vendor services for provision of a multitude of language translations.

If you need assistance with or arrangements made for these services, please contact any Oneida Health staff member and they will be happy to help you.

If you believe that Oneida Health has failed to provide these services or discriminated against you in any way on the basis of any of the above outlined areas, you can file a grievance in person, by mail, phone, fax, or email, with Oneida Health's Civil Rights and Section 1557 Coordinator:

Corporate Compliance & Privacy Officer
Oneida Health
321 Genesee Street - Room 134
Oneida, NY 13421
rolmsted@oneidahealth.org
Phone: 315-361-2117 Fax: 315-361-2317

If you need help filing a grievance, Oneida Health 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, 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
Phone: 1-800-368-1019
TDD: 800-537-7697

Complaint forms are available in a variety of languages at: <http://www.hhs.gov/ocr/office/file/index.html>

This notice is available on Oneida Health's website: <https://www.oneidahealth.org/wp-content/uploads/NOTICE-of-Nondiscrimination-Patient-Related-OHC-01665-FINAL-041017.pdf>