

# DISCRIMINATION IS AGAINST THE LAW

## Final Rule Under Section 1557 for Nondiscrimination and Accessibility Requirements

We comply with applicable federal and state civil rights laws, including the Minnesota Human Rights Act. We do not discriminate against, exclude, or treat people differently or deny any person the full and equal enjoyment of the goods, services, facilities, privileges, advantages, and accommodations of a place of public accommodation because of race, color, creed, religion, national origin, marital status, age, disability, gender, gender identity, sexual orientation, or sex.

We provide free aids and services to help people communicate effectively with us, such as:

- Qualified sign language interpreters.
- Qualified spoken language interpreters, for people whose preferred language is not English.
- Written information in other languages and formats (such as large print, audio, and accessible electronic formats).

If you need these services, call 612-273-3780 (TTY: 711).

If you believe that we have failed to provide these services or discriminated in another way on the basis of race, color, creed, religion, national origin, marital status, age, disability, gender, gender identity, sexual orientation, or sex, you can file a grievance with our facility in person or by mail, fax, or email. Please use the contact information below.

Hospitals and Clinics	Support Services
<ul style="list-style-type: none"><li>• <b>Fairview Range Medical Center</b> Patient Relations 750 E. 34th St., Hibbing, MN 55746 Phone: 218-362-6656 Fax: 218-362-6619</li></ul>	<ul style="list-style-type: none"><li>• <b>AccentCare Home Health</b> Attn: Director of Compliance 2450 26th Ave. S, Minneapolis, MN 55406 Phone: 612-721-2491 Fax: 612-728-2401 Email: dept-hhc-grievance@fairview.org</li></ul>
<ul style="list-style-type: none"><li>• <b>Grand Itasca Clinic &amp; Hospital</b> Patient Experience Coordinator 1601 Golf Course Rd., Grand Rapids, MN 55744 Phone: 218-360-4212</li></ul>	<ul style="list-style-type: none"><li>• <b>Ebenezer</b> 7505 Metro Blvd., Suite 100, Edina, MN 55439 Phone: 612-874-3460 Fax: 612-874-3465</li></ul>
<ul style="list-style-type: none"><li>• <b>Fairview Community Health and Wellness Hub</b></li><li>• <b>M Health Fairview Clinics</b></li><li>• <b>M Health Fairview Hospitals</b><ul style="list-style-type: none"><li>– M Health Fairview Bethesda Hospital</li><li>– M Health Fairview Lakes Medical Center</li><li>– M Health Fairview Northland Medical Center</li><li>– M Health Fairview Ridges Hospital</li><li>– M Health Fairview Southdale Hospital</li><li>– M Health Fairview St. John's Hospital</li><li>– M Health Fairview University of Minnesota Masonic Children's Hospital</li><li>– M Health Fairview University of Minnesota Medical Center (east &amp; west banks)</li><li>– M Health Fairview Woodwinds Hospital</li></ul></li></ul> <p><i>Contact:</i> M Health Fairview, Patient Relations 1690 University Ave., Suite 140, St. Paul, MN 55104 Phone: 612-672-1000; Email: patientrelations@fairview.org</p>	<ul style="list-style-type: none"><li>• <b>Fairview Pharmacy Services</b> Corporate Offices 3650 Victoria St. N, Shoreview, MN 55126 Phone: 612-672-7033 Fax: 612-672-5201 Email: dept-pharm-compliance@fairview.org</li></ul>
<ul style="list-style-type: none"><li>• <b>M Health Fairview Clinics and Surgery Center - Minneapolis</b></li><li>• <b>M Health Fairview Clinics and Surgery Center - Maple Grove</b></li></ul> <p><i>Contact:</i> M Health Fairview University of Minnesota Physicians, Patient Relations 720 Washington Ave. SE, Suite 200, Minneapolis, MN 55414 Phone: 612-884-0661; Email: cscfeedback@mhealth.org</p>	<ul style="list-style-type: none"><li>• <b>M Health Fairview Home Medical Equipment</b> Patient Relations 2200 University Ave. W Suites 110 &amp; 114 St. Paul, MN 55114 Phone: 651-632-9800 Email: fairviewhomeproducts@fairview.org</li></ul>
	<ul style="list-style-type: none"><li>• <b>M Health Fairview Orthotics and Prosthetics</b> Patient Relations 2200 University Ave. W Suites 110 &amp; 114 St. Paul, MN 55114 Phone: 651-644-5808</li></ul>

You can also file a nondiscrimination complaint with the U.S. Department of Health and Human Services and/or Minnesota Department of Human Rights:

U.S. Department of Health and Human Services, Office for Civil Rights:

- Electronically through their portal at: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
- By phone: 1-800-368-1019, 800-537-7697 (TDD)
- Or, you may submit a written complaint in your own format:
  - Email to [OCRComplaint@hhs.gov](mailto:OCRComplaint@hhs.gov)
  - By mail at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, D.C. 20201

Minnesota Department of Human Rights:

- Electronically through the MDHR complaint inquiry form, available at <https://bit.ly/3RBBExt>
- By mail at: Minnesota Department of Human Rights, 625 Robert Street North, Saint Paul, MN 55155
- By phone: 651-539-1100 (TTY 651-296-1283) or toll free at 800-657-3704

# LANGUAGE SERVICES

612-273-3780 (TTY: 711) – Available 24 Hours



**ATTENTION:** Language assistance services, free of charge, are available to you. Call 612-273-3780.

## Amharic

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 612-273-3780.

## Arabic

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 612-273-3780.

## Burmese

သတိပြုရန်- ဘာသာစကားအထောက်အကူ ဝန်ဆောင်မှုများကို အခမဲ့ ရရှိနိုင်ပါသည်။ 612-273-3780 သို့ ခေါ်ပါ။

## Chinese

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 612-273-3780。

## Hmong

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 612-273-3780.

## Karen

ဟံသုဉ်ဟံသး- နမုာ်ကတိာ် ကညီ ကဉ်အယိ. နမုာ်နုာ် ကဉ်အတိာ်မၤစၢၤလၢ တလၢကံသုဉ်လၢနုာ်နုာ် နီတမံၤဘၢညီသုဉ်လၢနီၤ. ကိာ် 612-273-3780.

## Khmer (Cambodian)

សេចក្តីជូនដំណឹង៖ សេវាជំនួយភាសាភីឡែ ដែលអាចមានសម្រាប់លោកអ្នក សូមហៅទូរស័ព្ទលេខ 612-273-3780 ។

## Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 612-273-3780 번으로 전화해 주십시오.

## Lao

ປິດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 612-273-3780.

## Nepali

सूचना: तपाईंका लागि निःशुल्क भाषा सहायता सेवाहरू उपलब्ध छन् । 612-273-3780 मा फोन गर्नुहोस् ।

## Oromo

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 612-273-3780.

## Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 612-273-3780.

## Somali

FIIRO GAAR AH: Hadii aad ku hadasho Soomaali, waaxda luqadaha,qaybta kaalmada adeegyada, waxay idiin hayaan adeeg kharash la'aan ah. So wac 612-273-3780.

## Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 612-273-3780.

## Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 612-273-3780.