



## **DISCRIMINATION IS AGAINST THE LAW**

West Plains Surgery Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. West Plains Surgery Center does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

West Plains Surgery Center provides:

- Free aids and services to people with disabilities to communicate effectively with us, such as:
  - o Qualified sign language interpreters
  - o Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Free language services to people whose primary language is not English, such as:
  - o Qualified interpreters
  - o Information written in other languages

If you need these services, contact Deanna Elijah.

If you believe that West Plains Surgery Center 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:

Deanna Elijah,  
Administrator  
1401 Doctors Drive  
West Plains, MO 65775  
Phone: 417-256-1400  
Fax: 417-256-2885  
delijah@wpsurgerycenter.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Deanna Elijah 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, DC 20201,  
1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.