

Broadlawns Medical Center - Notice of Non-Discrimination

Discrimination is not tolerated at Broadlawns.

Broadlawns Medical Center does not discriminate, exclude or treat people differently based on race, color, creed, ethnicity, culture, language, sex, pregnancy, national origin, age, religion, sexual orientation, gender identity and/or expression, physical or mental disability, genetic information, socioeconomic status, diagnosis, source of payment for care, marital or parental status, veteran's status or any other protected class in any manner prohibited by federal or state laws. Broadlawns also does not exclude or treat people differently based on an individual's ability to pay; or on the basis of whether payment for services would be made under Medicare, Medicaid, or CHIP.

Interpretation Services

Broadlawns provides access to interpreters at no cost to patients, family members or health care providers. This includes more than 200 languages, and American Sign Language (ASL).

To request an interpreter, contact the Interpreter Services Department by calling [**\(515\) 282-3366**](tel:5152823366) or email [**interpretersgroup@broadlawns.org**](mailto:interpretersgroup@broadlawns.org).

Office hours are from **8:00 a.m. to 6:00 p.m.** Monday through Friday.

All translation, interpreter, and special technology services are provided as a free service to Broadlawns' patients.

Broadlawns provides free aids and services to people with disabilities to communicate effectively with us, such as: vision and hearing-impaired services as well as written information in other formats (large print, audio, accessible electronic formats, other formats). This assistance is provided 24 hours a day, seven days a week, on-site or by telephone.

If you believe that Broadlawns Medical Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability or sex, or other protected class, you can file a grievance with our Patient Advocate or file a complaint with one of the agencies listed below.

We also ask that you:

Discuss your concerns with the person involved, if you feel comfortable and safe doing so, including what you consider to be an acceptable solution.

If you are not satisfied with the outcome of your discussion or prefer not to talk to this person, please ask to speak to a supervisor.

If you remain dissatisfied, please contact the Broadlawns Medical Center Patient Advocate. The Patient Advocate can be reached by calling (515) 282-2323.

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Patient Advocate is available to help you. A grievance can be filed directly with the Patient Advocate. The Patient Advocate will investigate your concern, take corrective action if possible, and communicate the results of the investigation to you. A grievance will be responded to in writing within seven (7) days with a resolution. If it is not possible to resolve the issue within this time frame, you will receive a written acknowledgment of your concern and a written follow-up within (60) sixty business days. ***Any expression of a concern will in no way compromise your care or future access to our services.***

Every effort will be made to address and resolve your reported concerns. If we are unsuccessful in resolving your concern, please feel free to contact the agencies listed below. You can contact these agencies at any time, even if your concern has already been reported to us.

Civil Rights Complaint. You can 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/phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
(800) 868-1019, (800) 537-7697 (TDD)
Complaint forms are available at <https://www.hhs.gov/ocr/complaints/index.html>

Additional resources when reporting a concern about a healthcare organization:

The Joint Commission on Accreditation of Healthcare Organizations

Visit The Joint Commission website, use the "Report a Patient Safety Event" link in the "Action Center" on the homepage of the website.

- By fax: (630) 792-5636
- By mail: The Office of Quality and Patient Safety (OQPS), The Joint Commission, One Renaissance Boulevard, Oakbrook Terrace, Illinois 60181

Disability Rights Iowa

- Phone: (515) 278-2502 or (800) 779 -2502
- Address: 666 Walnut St., Suite 1440, Des Moines, IA 50309

State of Iowa Office of Citizens' Aide / Office of Ombudsman

- Phone: 1 (888) 426-6283
- Address: Ola Babcock Miller Building, 1112 East Grand Avenue, Des Moines, IA 50319

Iowa Department of Inspections, Appeals, and Licensing (DIAL)

- Phone: (877) 686-0027 or (844) 281 - 3425
- Fax: (515) 242-6863
- Address: 6200 Park Avenue, Suite 100, Des Moines, IA 50321
- Email: webmaster@dia.iowa.gov