



NOTICE OF NONDISCRIMINATION

Discrimination is against the law. UNC Health and its affiliated Network Entities comply with applicable Federal civil rights laws and do not discriminate, exclude, or treat people less favorably based on race, color, national origin, age, disability, or sex.

This Notice may be found on the UNC Health Internet homepage at unchealth.org.

A. Free Aids and Services

UNC Health and its affiliated Network Entities provide:

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

If you need to receive these services, contact the individual identified below (Section C), for the Network Entity location where you are receiving services.

B. Grievances

If you believe that UNC Health or an affiliated Network Entity has failed to provide these services or discriminated in another way on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex, you can file a grievance with individuals listed in Section C below, depending on where you are receiving services. You can file a grievance in person or by mail, fax, or e-mail as listed for each location.

C. Contacts

Location	Person to assist with Free Aids and Services	Person to Assist with Grievances (1557 Coordinator)
Onslow County Hospital Authority (Onslow Memorial Hospital, Inc.; Onslow Ambulatory Services, Inc.; and Onslow Radiation Oncology, LLC)	Patient Advocacy Office 317 Western Blvd Jacksonville, NC 28546 Phone: (910) 577-4949 or (910) 577-2534	Patient Advocacy/Compliance Officer 317 Western Blvd Jacksonville, NC 28546 Phone: (910) 577-4731 TTY: 1-800-735-2962 Fax: (910) 577-4704
UNC Health Appalachian (Appalachian Regional Healthcare System, Inc.; Watauga Medical Center, Inc.; Charles A Cannon, Jr. Memorial Hospital, Inc.; Appalachian Regional Behavioral Healthcare, Inc.; and Appalachian Regional Medical Associates, Inc.)	House Supervisor <div> Watauga Medical Center 336 Deerfield Road Boone, NC 28607 Phone: (828) 268-5435 </div> <div> Cannon Memorial Hospital 434 Hospital Drive Linville, NC 28646 Phone: (828) 737-7013 </div> <div> Appalachian Regional Behavioral Health Hospital 432 Hospital Drive Linville, NC 28646 Phone: (828) 737-7071 </div> <div> For an Appalachian Regional Medical Associates practice, contact the Practice </div>	Compliance Officer 1025 Think Place, Suite 450 Morrisville, NC 27560 Phone: (984) 215-6020 Fax: (984) 974-1307 Email: compliance@unchealth.unc.edu

	Manager at the particular clinic where you are receiving services.	
Location	Person to assist with Free Aids and Services	Person to Assist with Grievances (1557 Coordinator)
UNC Health Blue Ridge (Blue Ridge HealthCare System, Inc.)	Telephone Operator 2201 South Sterling Street Morganton, NC 28655 Phone: (828) 580-5000	Patient Relations, Compliance and Risk Manager 2201 South Sterling Street Morganton, NC 28655 Phone: (828) 580-5411 Email: Jacqueline.Garner@unchealth.unc.edu
UNC Health Caldwell (Caldwell Memorial Hospital, Inc.)	Patient Care Coordinator 321 Mulberry Street SW PO Box 1890 Lenoir, NC 28645 Phone: (828) 757-5887 or (828) 292-0174	Compliance Officer 1025 Think Place, Suite 450 Morrisville, NC 27560 Phone: (984) 215-6020 Fax: (984) 974-1307 Email: compliance@unchealth.unc.edu
UNC Health Chatham (Chatham Hospital, Inc. and Chatham Imaging Services of Pittsboro, LLC)	Interpreter Services Manager 475 Progress Boulevard Siler City, NC 27344 Phone: (919) 799-4770	Compliance Officer 1025 Think Place, Suite 450 Morrisville, NC 27560 Phone: (984) 215-6020 Fax: (984) 974-1307 Email: compliance@unchealth.unc.edu

Location	Person to assist with Free Aids and Services	Person to Assist with Grievances (1557 Coordinator)
UNC Health Johnston (Johnston Health Services Corporation and Johnston Specialty Physician Services, Inc., JRH Ventures, LLC, Smithfield Radiation Oncology, LLC, and Johnston Radiation Oncology, LLC)	Telephone Operator 509 N. Bright Leaf Boulevard PO Box 1376 Smithfield, NC 27577 Phone: (919) 934-8171	Compliance Director 509 N. Bright Leaf Boulevard PO Box 1376 Smithfield, NC 27577 Phone: (919) 938-7121
UNC Health Lenoir (Lenoir Memorial Hospital, Incorporated)	Manager, Patient Experience & Interpreting Services 100 Airport Road Kinston, NC 28501 Phone: (252) 522-7035 Fax: (252) 522-7958	Director, Patient Experience 100 Airport Road PO Box 1678 Kinston, NC 28503-1678 Phone: (252) 522-7135 Fax: (252) 522-7940
UNC Health Medical Group (North Carolina MG, LLC; UNC Physicians Network, LLC; UNC Physicians Network Group Practices, LLC; and UNC Physicians Group Practices II, LLC)	The Practice Manager of your practice <i>or</i> Patient Experience Manager 5221 Paramount Parkway Suite 220 Morrisville, NC 27560 Phone: (984) 215-4056 E-mail: UNCHMGCares@unchealth.unc.edu	Patient Experience Manager 5221 Paramount Parkway Suite 220 Morrisville, NC 27560 Phone: (984) 215-4056 E-mail: UNCHMGCares@unchealth.unc.edu

Location	Person to assist with Free Aids and Services	Person to Assist with Grievances (1557 Coordinator)
UNC Health Nash (Nash Hospitals, Inc. d/b/a UNC Health Nash, Nash General Hospital, Nash Day Hospital, Bryant T. Aldridge Rehabilitation Center, Hospice and Palliative Care of Nash General Hospital and UNC Health Nash Wound Center; and NHCS Physicians, Inc. d/b/a Nash Neonatology, Nash Psychiatry, Nash Infectious Disease, Nash Psychiatric Clinic, Nash Radiation Oncology and UNC Cardiology at Nash)	Patient Engagement 2460 Curtis Ellis Drive Rocky Mount, NC 27804 Phone: (252) 962-8767	Compliance Officer 2460 Curtis Ellis Drive Rocky Mount, NC 27804 Phone: (984) 215-6020
UNC Health Pardee (Henderson County Hospital Corp. (d/b/a Margaret R. Pardee Memorial Hospital))	Interpreter Services 800 North Justice Street Hendersonville, NC 28791 Phone: (828) 696-4644 Fax: (828) 696-4657	Risk and Safety Officer Margaret R. Pardee Memorial Hospital, 800 North Justice Street, Hendersonville, NC 28791 Phone: (828) 698-7998 Fax: (828) 696-4657
UNC Health Rex (Rex Hospital, Inc. d/b/a UNC Health Rex; d/b/a Rex Holly Springs Hospital; d/b/a UNC REX Rehabilitation and Nursing Care Center of Raleigh; and d/b/a UNC REX Rehabilitation and Nursing Care Center of Apex; Rex	Interpreter Services Manager 4420 Lake Boone Trail Raleigh, NC 27607 Phone: (919) 784-3021	Compliance Officer 1025 Think Place, Suite 450 Morrisville, NC 27560 Phone: (984) 215-6020 Fax: (984) 974-1307 Email: compliance@unchealth.unc.edu

Radiation Oncology, LLC; and TRO Ventures, LLC)		
Location	Person to assist with Free Aids and Services	Person to Assist with Grievances (1557 Coordinator)
UNC Health Rockingham (UNC Rockingham Health Care, Inc. d/b/a UNC Health Rockingham and d/b/a UNC Rockingham Rehabilitation and Nursing Care Center)	Nursing Supervisor 117 E. Kings Highway Eden, NC 27288 Phone: (336) 520-7592 Fax: (336) 623-8933	Compliance Officer 1025 Think Place, Suite 450 Morrisville, NC 27560 Phone: (984) 215-6020 Fax: (984) 974-1307 Email: compliance@unchealth.unc.edu
UNC Health Southeastern (Southeastern Regional Medical Center d/b/a the Surgery Center at Southeastern Health Park; Southeastern Regional Physician Services d/b/a UNC Health Southeastern Physician Services; and Health Horizons)	Manager, Patient Experience 300 W. 27 th St Lumberton, NC 28358 Phone: (910) 671-5592 Email: SEPatientRepresentatives@unchealth.unc.edu	Manager, Patient Experience 300 W. 27 th St Lumberton, NC 28358 Phone: (910) 671-5592 Email: SEPatientRepresentatives@unchealth.unc.edu
UNC Health Wayne (Wayne Memorial Hospital, Inc. and Wayne MRI, LLC)	Director of Patient Experience 2700 Wayne Memorial Drive Goldsboro, NC 27534 Phone: (919) 587-2273 Email: Wayne.Experience@unchealth.unc.edu	Director of Compliance 2700 Wayne Memorial Drive Goldsboro, NC 27534 Phone: (919) 587-4710

Location	Person to assist with Free Aids and Services	Person to Assist with Grievances (1557 Coordinator)
UNC Medical Center (UNC Hospitals; UNC Faculty Physicians; and UNC Health Specialty and Home Delivery Pharmacy)	Director Patient Relations 101 Manning Drive Chapel Hill, NC 27514 Phone: (984) 974-5006 Fax: (984) 974-8895 Email: Patient.Relations@unchealth.unc.edu	Compliance Officer 5221 Paramount Parkway, Suite 430, Morrisville, NC 27560 Phone: (984) 974-1237 Fax: (984) 974-1307 Email: compliance@unchealth.unc.edu

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; 1-800-368-1019; 800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

NOTICE OF AVAILABILITY OF LANGUAGE ASSISTANCE SERVICES

- **ATTENTION:** If you need auxiliary aids, language assistance, or disability accommodations, please ask registration staff or your provider. These services are provided free of charge.
- **AVISO:** si necesita ayuda y servicios auxiliares, asistencia lingüística o adaptaciones para discapacitados, consulte al personal de registro o a su proveedor. Estos servicios se proporcionan de forma gratuita.
- **请注意:** 如果您需要辅助设备、语言协助或残障人士所用设施，请咨询注册人员或服务提供者。这些服务免费为您提供。
- **LƯU Ý:** Nếu quý vị cần hỗ trợ giao tiếp, hỗ trợ ngôn ngữ hoặc điều chỉnh dành cho người khuyết tật, vui lòng thông báo với nhân viên đăng ký hoặc nhà cung cấp của quý vị. Các dịch vụ này được cung cấp miễn phí.
- **ملاحظة:** إذا كنت بحاجة إلى مساعدات إضافية أو مساعدة لغوية أو تسهيلات لذوي الاحتياجات الخاصة، يرجى طلب ذلك من موظفي التسجيل أو مزود الخدمة. هذه الخدمات مقدمة مجاناً.
- **ATTENTION:** Si vous avez besoin d'aides auxiliaires, d'assistance linguistique ou d'aménagements pour personnes handicapées, veuillez-vous adresser au personnel chargé des inscriptions ou à votre fournisseur. Ces services sont fournis gratuitement.
- **주의:** 보조 기구, 언어 지원 또는 장애인 편의 시설이 필요한 경우 등록 직원이나 서비스 제공자에게 문의하십시오. 이러한 서비스는 무료로 제공됩니다.
- **ध्यान दिनुहोस्:** यदि तपाईंलाई सहायक सहयोगहरू, भाषा सहायता, वा असक्षमता आवासहरू चाहिन्छ भने, कृपया दर्ता गर्ने कर्मचारी वा तपाईंको प्रदायकलाई सोध्नुहोस्। यी सेवाहरू निः शुल्क प्रदान गरिन्छ।

- ВНИМАНИЕ: Если вам нужны вспомогательные средства, языковая поддержка или адаптация помещений для инвалидов, пожалуйста, обратитесь к регистрирующим сотрудникам или своему поставщику услуг. Эти услуги предоставляются бесплатно.
- ધ્યાન આપો: જો તમને વધારાની સહાય, ભાષા સહાય અથવા વિકલાંગ નિવાસની જરૂર હોય, તો કૃપા કરીને નોંધણી સ્ટાફ અથવા તમારા પ્રદાતાને પૂછો. આ સેવાઓ વિનામૂલ્યે પ્રદાન કરવામાં આવે છે.
- గమనిక: ఒకవేళ మీకు అనుబంధ ఉపకరణాలు, భాషా సహాయం, లేదా వైకల్య వసతులు అవసరమైతే, దయచేసి రిజిస్ట్రేషన్ సిబ్బందిని లేదా మీ ప్రదాతను అడగండి. ఈ సేవలు ఏ రుసుమూ లేకుండా అందించబడతాయి.
- ATENSIYON: Kung kailangan mo ng auxiliary aids (mga pantulong na kagamitan at serbisyo), tulong sa wika, o mga akomodasyon sa kapansanan, mangyaring magtanong sa kawani ng pagpaparehistro o sa provider mo. Libreng ibinibigay ang mga serbisyonang ito.
- ध्यान दें: अगर आपको सहायक उपकरणों, भाषा सहायता या दिव्यांगता सहायता चाहिए, तो कृपया पंजीकरण कर्मचारी या अपने प्रदाता से कहें। ये सेवाएँ निःशुल्क दी जाती हैं।
- 注意: 補助器具、言語支援、または障害者への配慮が必要な場合は、登録スタッフまたは担当者にお尋ねください。これらのサービスを無料で受けられます。
- โปรคทราบ: หากคุณต้องการอุปกรณ์ช่วยเหลือผู้พิการ ความช่วยเหลือด้านภาษา หรือความช่วยเหลือสำหรับผู้พิการ
- โปรคสอบถามเจ้าหน้าที่ลงทะเบียนหรือผู้ให้บริการของคุณ บริการเหล่านี้ไม่เสียค่าใช้จ่าย
- ສຳຄັນ: ຖ້າຫາກວ່າທ່ານຕ້ອງການການຊ່ວຍເຫຼືອເພີ່ມເຕີມ, ການຊ່ວຍເຫຼືອທາງດ້ານພາສາ ຫຼື ການຊ່ວຍເຫຼືອສຳລັບຜູ້ພິການ, ກະລຸນາຖາມພະນັກງານຝ່າຍຈົດທະບຽນ ຫຼື ຜູ້ໃຫ້ບໍລິຂອງທ່ານ. ການບໍລິການເຫຼົ່ານີ້ແມ່ນໃຫ້ຟຣີ.
- ATENSIYON: No kasapulam ti auxiliary aids (dagiti makatulong nga alikamen wenno serbisio), tulong iti lenguahe, wenno dagiti pagdagusan ti baldado, pangngaasiyo nga agdamag iti empleado ti panagparehistro wenno iti provider-mo. Maipaay dagitoy a serbisio nga awan bayad.