

IT'S THE LAW

The CORE Institute Specialty Hospital

- Complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, religion, or sex (including pregnancy, sexual orientation, and gender identity).
- **IF YOU HAVE A MEDICAL EMERGENCY OR ARE IN LABOR, YOU HAVE THE RIGHT TO RECEIVE,** within the capabilities of this hospital's staff and facilities:
 - An appropriate Medical Screening Examination
 - Necessary Stabilizing Treatment (including treatment for an unborn child)
 - And, if necessary, appropriate transfer to another facility
 - even if you cannot pay or do not have medical insurance, or you are not entitled to Medicare or Medicaid

The CORE Institute Specialty Hospital

- Provides 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, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact Chief Nursing Officer (CNO)

If you believe that you have been denied any of these services or discriminated against in another way, on the basis of race, color, national origin, age disability, or sex, you can file a grievance with:

Chief Nursing Officer (CNO)
6501 N. 19th Avenue
Phoenix, AZ 85015
(602) 795-6020

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the following person is available to help you: **Chief Nursing Officer (CNO)**

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 (<https://ocrportal.hhs.gov/ocr/portal/lobby.jst>), or by mail or phone at:

U. S. Department of Health and Human Services
200 Independent Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

For Complaints and Grievances in Arizona:
Arizona Department of Health Services
150 N. 18th Avenue
Phoenix, AZ 85007
Phone Number: 602-364-3030

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