

<http://www.keckmedicine.org/non-discrimination/>

Keck Medicine of USC complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, age, sex, religion, marital status, national origin, sexual orientation, gender identity, personal appearance, disability, or genetic information.

Keck Medicine of USC does not exclude people or treat them differently because of race, color, age, sex, religion, marital status, national origin, sexual orientation, gender identity, personal appearance, disability, or genetic information.

Keck Medicine of USC

- 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)
- 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 the Office of Patient and Family Experience.

If you believe that Keck Medicine of USC has failed to provide these services or discriminated in another way on the basis of race, color, age, sex, religion, marital status, national origin, sexual orientation, gender identity, personal appearance, disability, or genetic information, you can file a grievance with:

Office of Patient Relations

USC Verdugo Hills Hospital

Fourth Floor

1812 Verdugo Blvd.

Glendale, CA 91208

(818) 952-4653

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Office of Patient and Family Experience 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

Toll Free: [\(800\) 868-1019](tel:800-868-1019), [\(800\) 537-7697](tel:800-537-7697) (TDD)

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