Hartford Surgery Center

Discrimination

Policy Statement

Hartford 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. Hartford Surgery Center does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Procedures

I.   Provides free aids and services to people with disabilities to communicate effectively with us, such as:

   A. Qualified sign language interpreters
   B. Written information in other formats (large print, accessible electronic formats, other formats)

II. Provides free language services to people whose primary language is not English, such as:
   A. Qualified interpreters
   B. Information written in other languages

III. Patients in need of these services may contact the Business Office Manager (BOM) at the center by calling 860-595-3500.

IV. Patients who believe that Hartford Surgery Center has failed to provide these services or has discriminated against them on the basis of race, color, national origin, age, disability, or sex can file a complaint with Business Office Manager at 31 Seymour St. Suite 300 Hartford, CT 06106, call 860-595-3500 or fax to 860-904-7054. Complaints can be filed in person or by mail, fax or email. Email for the BOM can be obtained by calling 860-595-3500.

V.   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 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

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