

Notice of nondiscrimination

Chautauqua Medical Practice, P.C. (CMP), a part of Allegheny Health Network, operates and provides care, treatment, and services without discrimination and limitation on the basis of race, color, religion, sex, national origin (including limited English proficiency), ancestry, age, disability or genetic information, or any other characteristic protected by law or regulation in compliance with federal and state regulations and civil rights laws including, but not limited to: Title VI of the Federal Civil Rights Act of 1964 (42 U.S.C.A §§ 2000e – 2000e-17), the Pennsylvania Human Relations Act (43 P. S. §§ 951 – 962.2), the Pennsylvania Department of Health Regulations (28 Pa. Code §§ 51.11 – 51.13), The Joint Commission accrediting standards, the Americans with Disabilities Act of 1990 (42 U.S.C.A. §§ 12101 – 12213), and Section 1557 of the Affordable Care Act. This notice does not create legal obligations above and beyond those contained within established state and federal law.

Chautauqua Medical Practice does not discriminate when: providing care; assigning patients or residents to rooms, floors, and sections; asking patients or residents about roommate preferences; assigning staff to patient or resident services; utilization of the health care facility; transfers of patients or residents from their rooms; and granting staff privileges of professionally qualified personnel.

To be inclusive and treat individuals in a nondiscriminatory manner, Chautauqua Medical Practice provides individuals the following in a timely manner and free of charge:

Language assistance services. Chautauqua Medical Practice will provide language assistance services for individuals with limited English proficiency (including individuals' companions with limited English proficiency) to ensure meaningful access to our programs, activities, services, and other benefits.

Language assistance services may include:

- Electronic and written translated documents
- Qualified interpreters

(continued >)



Chautauqua Medical Practice, P.C. (CMP) **Notice of Nondiscrimination**

Appropriate auxiliary aids and services. Chautauqua Medical Practice will provide appropriate auxiliary aids and services for individuals with disabilities (including individuals' companions with disabilities) to ensure effective communication. Appropriate auxiliary aids and services may include:

- Qualified interpreters, including American Sign Language interpreters
- Video remote interpreting
- Information in alternate formats (including but not limited to large print, recorded audio, and accessible electronic formats)

Reasonable modifications. Chautauqua Medical Practice will provide reasonable modifications for qualified individuals with disabilities, when necessary to ensure accessibility and equal opportunity to participate in our programs, activities, services, or other benefits.

If you believe that Chautauqua Medical Practice has failed to provide these services or discriminated in another way based upon race, color, national origin, age, disability, sex, or other grounds set forth above, you can:

1. File a grievance with the Section 1557 Coordinator/Civil Rights Coordinator, the Chief Risk, Audit and Compliance Officer, P.O. Box 22492, Pittsburgh, PA 15222, or by calling 1-866-286-8295 (TTY: 711), or by emailing CivilRightsCoordinator@highmark.com.
2. File a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights via <http://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail at 200 Independence Avenue SW, Room 509F, HHH Building, Washington D.C. 20201, or by calling 1-800-868-1019 or 800-537-7697 (TDD).

ATTENTION: If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact 1-716-386-2414.

(continued >)



Chautauqua Medical Practice, P.C. (CMP) Notice of Nondiscrimination

Spanish / Español

ATENCIÓN: Si habla español, hay servicios de asistencia de idioma sin costo para usted. Llame al 1-716-386-2414.

Chinese / 中文

注意：如果您会说中文（普通话），我们将为您提供免费的语言援助服务。请致电 1-716-386-2414。

Vietnamese / Tiếng Việt

CHÚ Ý: Nếu quý vị nói tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho quý vị. Gọi số 1-716-386-2414.

Nepali / नेपाली

ध्यान दिनुहोस्: तपाईं नेपाली बोल्नुहुन्छ भने तपाईंका लागि निःशुल्क भाषा सहायता सेवाहरू उपलब्ध छन्। 1-716-386-2414 मा फोन गर्नुहोस्।

Russian / Русский

ВНИМАНИЕ. Если вы говорите на русском языке, вам доступны бесплатные услуги переводчика. Позвоните по номеру 1-716-386-2414.

Pennsylvania Dutch / Pennsylvanisch Deitsch

GEB ACHT: Wann du Pennsylvanisch Deitsch schwetzscht, Schprooch Hilfe, mitaus Kocht, sin meeglich. Ruf 1-716-386-2414.

Korean / 한국어

주의: 한국어를 사용하는 경우 언어 지원 서비스를 무료로 이용할 수 있습니다. 1-716-386-2414번으로 전화해 주십시오.

Italian / Italiano

ATTENZIONE: Se parla italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiami il numero 1-716-386-2414.

Arabic / العربية

انتباه: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية متوفرة لك مجاناً. اتصل على الرقم 1-716-386-2414.

French / Français

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-716-386-2414.

German / Deutsch

ACHTUNG: Wenn Sie Deutsch sprechen, steht Ihnen ein kostenloser Sprachassistentendienst zur Verfügung. Rufen Sie unter der Nummer 1-716-386-2414 an.

Gujarati / ગુજરાતી

ધ્યાન: જો તમે ગુજરાતી બોલો છો, તો ભાષા સહાય સેવાઓ, મફતમાં, તમારા માટે ઉપલબ્ધ છે. 1-716-386-2414ને કોલ કરો.

Polish / Polski

UWAGA: Jeś li mówisz po polski, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-716-386-2414.

French Creole / Kreyòl Ayisyen

ATANSYON: Si ou pale Kreyòl Ayisyen, sèvis asistans lang gratis, disponib pou ou. Rele 1-716-386-2414.

Portuguese / Português

ATENÇÃO: Se fala português, serviços de assistência linguística, gratuitos, estão à sua disposição. Ligue para o número 1-716-386-2414.

Mon-Khmer / ភាសាខ្មែរ

យកចិត្តទុកដាក់: ប្រសិនបើអ្នកនិយាយ ភាសាខ្មែរ សេវាកម្មជំនួយភាសាដែល ឥតគិតថ្លៃគឺមានសម្រាប់អ្នក។ ហៅទូរសព្ទ មកលេខ 1-716-386-2414។