

Nondiscrimination/Accessibility Notice

July 30, 2024

UnityPoint Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including sex characteristics, including intersex traits; pregnancy or related conditions; sexual orientation; gender identity, and sex stereotypes. UnityPoint Health does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

UnityPoint Health:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services 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 assistance services to people whose primary language is not English, which may include:
 - Qualified interpreters
 - Information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact a UnityPoint Health team member.

If you believe that UnityPoint Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Patient Rights Contact for the location where you are receiving care. Contact information is provided below. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Patient Rights Contact 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, 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>. For more information, ask for the UnityPoint Health Patient Rights & Responsibilities Brochure. The Brochure and this notice are available at: www.unitypoint.org.

Patient Rights Contact

Email: UPCPatientExperience@unitypoint.org

UnityPoint Clinic

Attn: UPC Patient Experience

1776 West Lakes Parkway, Suite 400

West Des Moines, IA 50266

unitypoint.org

