



NOTICE OF NONDISCRIMINATION

UNC Health Care and its affiliated Network Entities comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability, or sex. UNC Health Care and its affiliated Network Entities do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

A. Free Aids and Services

UNC Health Care and its affiliated Network Entities:

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

If you need to receive these services, contact the individual identified below (Section C), for the Network Entity location where you are receiving services.

B. Grievances

If you believe that UNC Health Care or an affiliated Network Entity 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 following individuals (Section C), depending on where you are receiving services. You can file a grievance in person or by mail, fax, or e-mail. If you need help filing a grievance, the individual identified below, for the Network Entity location where you are receiving services, is available to help you.

C. Contacts

Network Entity	Person to Assist with Free Aids and Services	Person to Assist with Grievances (Civil Rights Coordinator)
UNC Medical Center (UNC Hospitals; UNC Faculty Physicians; UNC Health Care Shared Services Pharmacy; UNC Homecare; and UNC Home Health)	Director of Patient Relations Patient Relations Department 101 Manning Drive Chapel Hill, NC 27514 Phone: (984) 974-5006 Fax: (984) 974-8895 E-mail: patrel1@unchealth.unc.edu	Director of Patient Relations Patient Relations Department 101 Manning Drive Chapel Hill, NC 27514 Phone: (984) 974-5006 Fax: (984) 974-8895 E-mail: patrel1@unchealth.unc.edu

Caldwell Memorial Hospital, Inc.	Patient Care Coordinator 321 Mulberry Street SW P.O. Box 1890 Lenoir, NC 28645 Phone: (828) 757-5100	Risk & Regulatory Department 321 Mulberry Street SW P.O. Box 1890 Lenoir, NC 28645 Phone: (828) 757-5555 Fax: (828) 759-4984 E-mail: RiskMgtUNCCaldwell@unchealth.unc.edu
Chatham Hospital, Inc. and Chatham Imaging Services of Pittsboro, LLC	Interpreting Services Director Interpreting Services Chatham Hospital 475 Progress Boulevard Siler City, NC 27344 Phone: (919) 799-4770	Director of Quality and Risk Management Quality and Risk Management Chatham Hospital 475 Progress Boulevard Siler City, NC 27344 Phone: (919) 799-4015 Fax: (919) 799-4821
Johnston Health Services Corp. (d/b/a Johnston Health)	Telephone Operator Johnston Health 509 N. Bright Leaf Boulevard P.O. Box 1376 Smithfield NC 27577 Phone: (919) 934-8171	Compliance Director Compliance Office Johnston Health 509 N. Bright Leaf Boulevard P.O. Box 1376 Smithfield NC 27577 Phone: 919-938-7121 Fax: (919) 938-7916
Lenoir Memorial Hospital, Inc.	Language Services Coordinator Language Services UNC Lenoir Health Care 100 Airport Road Kinston, NC 28501 Phone: (252) 522-7000 Fax: (252) 522-7958	Civil Rights Coordinator c/o Patient Relations Office UNC Lenoir Health Care 100 Airport Road P.O. Box 1678 Kinston, NC 28503-1678 Phone: (252) 522-7847 Fax: (252) 522-7940
Henderson County Hospital Corp. (d/b/a Margaret R. Pardee Memorial Hospital)	Interpreter Services Margaret R. Pardee Memorial Hospital 800 North Justice Street Hendersonville, NC 28791 Phone: (828) 696-4644 Fax: (828) 696-4657	Civil Rights Coordinator Patient Relations Margaret R. Pardee Memorial Hospital 800 North Justice Street Hendersonville, NC 28791 Phone: (828) 698-7998 Fax: (828) 696-4657
Nash Health Care Systems (Nash Hospitals, Inc.; Nash MSO, Inc.; and NHCS Physicians, Inc.)	Community Outreach/Emergency Management Coordinator Nash Health Care Systems 2460 Curtis Ellis Drive Rocky Mount, NC 27804 Phone: (252) 962-3461 Fax: (252) 962-3347	Coordinator for Quality Support Services & Risk Management Nash Health Care Systems 2460 Curtis Ellis Drive Rocky Mount, NC 27804 Phone: (252) 962-8767 Fax: (252) 962-8855
UNC Physicians Network, LLC; and UNC Physicians Network Group Practices, LLC	Director of Patient Relations Patient Relations Department UNC Medical Center 101 Manning Drive Chapel Hill, NC 27514 Phone: (984) 974-5006 Fax: (984) 974-8895 E-mail: patrel1@unchealth.unc.edu	Patient Experience Manager UNC Physicians Network 2000 Perimeter Park Drive Suite 200 Morrisville, NC 27560 Phone: (984) 215-4056 E-mail: contactuncpn@unchealth.unc.edu
UNC REX Healthcare (Rex Hospital, Inc.; Rex Surgery Center of Wakefield, LLC; Rex Surgery Center of Cary, LLC; Rex Wakefield Wellness, LLC; and Rex Radiation Oncology, LLC)	Director of Patient Relations Patient Relations Department UNC Medical Center 101 Manning Drive Chapel Hill, NC 27514 Phone: (984) 974-5006	Director of Quality Programs Department of Quality Programs UNC REX Healthcare 4420 Lake Boone Trail Raleigh, NC 27607 Phone: (919) 784-3429

	Fax: (984) 974-8895 E-mail: patrell@unchealth.unc.edu	Fax: (919) 784-3076
UNC Rockingham Health Care, Inc. (d/b/a UNC Rockingham Hospital and d/b/a UNC Rockingham Rehabilitation and Nursing Care Center)	Administrative Supervisors UNC Rockingham Health Care 117 E. Kings Highway Eden, NC 27288 Phone: (336) 520-7592	Director of Quality UNC Rockingham Health Care 117 E. Kings Highway Eden, NC 27288 Phone: (336) 627-4212 Fax: (336) 623-4844
Wayne Memorial Hospital, Inc. (d/b/a Wayne UNC Health Care) (Wayne MRI, LLC)	Clinical Administrators Wayne UNC Health Care 2700 Wayne Memorial Drive Goldsboro, NC 27530 Phone: (919) 736-1110	Patient Experience Department 2700 Wayne Memorial Drive Goldsboro, NC 27530 Phone: (919) 587-2273 E-mail: patient.experience@waynehealth.org

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>.

D. Attention

- **ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al:
- **ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le:
- **CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số:
- **注意:** 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電:
- **ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer:
- **주의:** 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 연락처:
- **ध्यान दें:** यदि आप हिंदी बोलते हैं तो आपके लिए भाषा सहायता सेवाएं निःशुल्क उपलब्ध हैं। इस पर कॉल करें:
- **PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa:
- **LUS CEEV:** Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau:
- **સુચના:** જો તમે ગુજરાતી બોલતા છો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો:
- **ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните:
- **Dè dɛ nià kɛ dyédɛ gbo:** Ɔ jũ ké m̄ [Bàsɔ̀-wùdù-po-nyò] jũ ní, níí, à wuɖu kà kò dò po-poò bɛ̀in m̄ gbo kpáa. Dá:
- గమనిక: మీరు తెలుగు భాషను మాట్లాడేవారు అయితే, భాష సహాయక సేవలు మీకు ఎటువంటి ఛార్జీలు లేకుండా ఉచితంగా అందుబాటులో ఉన్నాయి. ఈ నంబర్ కు కాల్ చేయండి:
- **ATTENZIONE:** In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero:

• ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم:

UNC Medical Center (UNC Hospitals, UNC Faculty Physicians, UNC Shared Services Center Pharmacy, UNC Homecare, and UNC Home Health):
1-984-974-5006

Caldwell Memorial Hospital:
1-828-757-5100

Chatham Hospital and Chatham Imaging Services of Pittsboro:
1-984-974-5006

Johnston Health:
1-919-934-8171

Lenoir Memorial Hospital:
1-252-522-7000

Margaret R. Pardee Memorial Hospital:
1-828-696-4644

Nash Health Care Systems (Nash Hospitals, Nash MSO, and NHCS Physicians):
1-252-962-8000

UNC REX Healthcare (Rex Hospital; Rex Surgery Center of Wakefield; Rex Surgery Center of Cary; Rex Wakefield Wellness; and Rex Radiation Oncology):
1-984-974-5006

UNC Physicians Network (UNCPN) and UNC Physicians Network Group Practices (UNCPN GP):
1-984-974-5006

UNC Rockingham Health Care, Inc:
1-336-520-7592

Wayne Memorial Hospital (Wayne MRI, LLC):
1-919-736-1110