

Discrimination is Against the Law

The Centers for Advanced Orthopaedics complies with applicable Federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, or sex. The Centers for Advanced Orthopaedics does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

The Centers for Advanced Orthopaedics:

- ❖ Provides free aid and services to individuals with disabilities to communicate effectively with The Centers for Advanced Orthopaedics, such as:
 - Qualified sign language interpreter services
 - Written information in other formats (audio, large print, electronic format)

- ❖ Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters and interpreter services
 - Written information in other languages

If you need these services, please inform the front desk staff at any of The Centers for Advanced Orthopaedics locations.

If you believe that the Centers for Advanced Orthopaedics has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability, or sex, you can file a grievance with:

Chief Compliance Officer
The Centers for Advanced Orthopaedics
6707 Democracy Boulevard, Suite 504, Bethesda, MD 20817
Office# 301-637-8713
Fax# 301-637-8713
Compliancematters@cfaortho.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, your provider's office team 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>