

Discrimination is Against the Law.

Quality Health of Fernandina Beach complies with applicable Federal and Civil Rights Laws and does not discriminate on the basis of race, color, national origin, age, disability or sex. Quality Health of Fernandina Beach does not exclude people or treat them differently because of race, color, national origin, age, disability or sex.

Quality Health of Fernandina Beach:

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

If you need these services contact Lori Branigan.

If you believe that Quality Health of Fernandina Beach 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: Lori Branigan, RN, Risk Manager, 1625 Lime Street Fernandina Beach, FL 32034, phone 904-261-0771, email rm@qhfb.com, or fax 904-261-3909. You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, Lori Branigan 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.jsfof> 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

1-800-369-1019, 800-537-7696 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.