

# Willmar **Surgery** Center

A joint venture of APMC and Rice Memorial Hospital

## **DISCRIMINATION IS AGAINST THE LAW**

WILLMAR SURGERY CENTER complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. WILLMAR SURGERY CENTER does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

WILLMAR SURGERY CENTER provides free aids and services to people with disabilities to communicate effectively with us, such as: qualified sign language interpreters and some written information in other formats upon request (large print, accessible electronic formats, other formats). We provide free language services to people whose primary language is not English, such as: qualified interpreters.

If you need these services, you may contact ERIKA GJERDE. If you believe that WILLMAR SURGERY CENTER 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: ERIKA GJERDE at 1320 South First Street SW Willmar MN 56201 (320)235-6506. You can file a grievance in person or by mail or phone. If you need help filing a grievance, ERIKA GJERDE is available to assist 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, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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## **DISCRIMINACIÓN CONTRA LA LEY**

WILLMAR SURGERY CENTER cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo. WILLMAR SURGERY CENTER no excluye a las personas ni las trata de forma diferente debido a su origen étnico, color, nacionalidad, edad, discapacidad o sexo.

WILLMAR SURGERY CENTER proporciona asistencia y servicios gratuitos a las personas con discapacidades para que se comuniquen de manera eficaz con nosotros, como los siguientes: intérpretes de lenguaje de señas capacitados. Información escrita en otros formatos (letra grande, formatos electrónicos accesibles, otros formatos). Proporciona servicios lingüísticos gratuitos a personas cuya lengua materna no es el inglés, como los siguientes: Intérpretes capacitados. Información escrita en otros idiomas.

Si necesita recibir estos servicios, comuníquese con ERIKA GJERDE. Si considera que WILLMAR SURGERY CENTER no le proporcionó estos servicios o lo discriminó de otra manera por motivos de origen étnico, color, nacionalidad, edad, discapacidad o sexo, puede presentar un reclamo a la siguiente persona: ERIKA GJERDE alas 1320 South First Street Willmar MN 56201 (320)235-6506. Puede presentar el reclamo en persona o por correo postal, fax o correo electrónico. Si necesita ayuda para hacerlo, ERIKA GJERDE está a su disposición para brindársela.

También puede presentar un reclamo de derechos civiles ante la Office for Civil Rights (Oficina de Derechos Civiles) del Department of Health and Human Services (Departamento de Salud y Servicios Humanos) de EE. UU. de manera electrónica a través de Office for Civil Rights Complaint Portal, disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, o bien, por correo postal a la siguiente dirección o por teléfono a los números que figuran a continuación: 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). Puede obtener los formularios de reclamo en el sitio web <http://www.hhs.gov/ocr/office/file/index.html>.

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**Soomaali (Somali):** WILLMAR XARUNTA QALLIINKA raacaysaa sharciyada xuquuqda madaniga Federaalka ay khuseyso oo aan takoor ku salaysan jinsiyad, midab, asal qaran, da ', naafo, ama jinsiga.

**Hmong:** WILLMAR phais CENTER raws li siv Federal civil rights cai thiab tsis ciav-cais leejtwg vim nws hom neeg, nqaij tawv, lub tebchaws twg tuaj, hnuv nyoog, kev tsis taus, los yog poj niam txiv.

**Tiếng Việt (Vietnamese):** WILLMAR PHẪU THUẬT TRUNG TÂM tuân thủ luật về quyền dân sự liên bang áp dụng và không phân biệt đối xử trên cơ sở chủng tộc, màu da, nguồn gốc quốc gia, tuổi tác, khuyết tật, hoặc quan hệ tình dục.

**中文 (Chinese):** WILLMAR 手术中心符合适用的联邦民权法律，不会因种族，肤色，国籍，年龄，残疾或性别而歧视。

**Русский (Russian):** WILLMAR хирургическом центре соответствует действующим федеральным законам о гражданских правах и не допускать дискриминации по признаку расы, цвета кожи, национального происхождения, возраста, инвалидности или пола.

**ລາວ (Laotian):** Willmar ກໍາ CENTER

ບັດຕາມກົດຫມາຍສິດທິພົນລະເຮືອນລັດຖະບານກາງສາມາດນໍາໃຊ້ແລະບໍ່ເລືອກປະຕິບັດບົນພື້ນຖານຂອງເຊື້ອຊາດ, ສີເຜິ້ວ, ຊາດກໍາເນີດ, ອາຍຸສູງສຸດ, ຄວາມພິການ, ຫຼືການຮ່ວມເພດໄດ້.

**አማርኛ (Amharic):** WILLMAR ቀድሞ ሕክምና ማዕከል የሚመለከታቸው የፌዴራል ሲቪል መብቶች ሕጎች ጋር መጣጣማቸውን እና በዘር, በቀለም, በብሄር, በእድሜ, በአካል ጉዳት, ወይም የወሲብ መሠረት ላይ አድልዎ አያደርግም.

**Karain (Karen):** WILLMAR hkwalhcatekus rayy bahohtarn saatsinesaw hpaatdaraal aarauthpaat lhu aahkwinaarayy upadaymyarr nhaint litenar hkyinn nhaint luomyoe, aaraung, aamyoesarrarayy jarit myit, aasaataarwal, masaanmahcwm, darmhamahote liin eat aahkyayhkan aapaw hkwalhkyarr m htarr bhuu .

**Deutsche (German):** WILLMAR SURGERY CENTER entspricht den geltenden bürgerlichen Zivilrechtsgesetzen und diskriminiert nicht aufgrund von Rasse, Hautfarbe, nationaler Herkunft, Alter, Behinderung oder Geschlecht.

**មនខ្មែរ (Mon-Khmer Cambodian):** ការវះកាត់ WILLMAR

គោរពតាមមជ្ឈមណ្ឌលច្បាប់សិទ្ធិស៊ីវិលជាមួយសហព័ន្ធអនុវត្តនិងមិនរើសអើងលើមូលដ្ឋាននៃជាតិសាសន៍, សម្បុរ, ដើមកំណើតជាតិអាយុពិការភាពឬការរួមភេទនេះ។

**العربية (Arabic):** يتوافق مع القوانين الاتحادية السارية الحقوق المدنية ولا يميز على أساس العرق أو اللون أو CENTER ويلمر جراحة الأصل القومي أو السن أو الإعاقة، أو الجنس

**français (French):** CENTRE DE CHIRURGIE WILLMAR est conforme aux lois fédérales relatives aux droits civils applicables et ne fait pas de discrimination sur la base de la race, la couleur, l'origine nationale, l'âge, le handicap ou le sexe.

**한국어 (Korean):** 윌마의 수술 센터는 해당 연방 민권법을 준수하며 인종, 피부색, 출신 국가, 연령, 장애, 또는 성별에 근거하여 차별하지 않습니다.

**Tagalog:** WILLMAR SURGERY CENTER ay sumusunod sa mga natatanging Pambansa batas karapatan bilang mamamayan at hindi maaaring makita ang kaibhan sa batayan ng lahi, kulay, bansang pinagmulan, edad, kapansanan, o sex.

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## **Appendix C to Part 92—Section 1557 of the Affordable Care Act Grievance Procedure**

It is the policy of Willmar Surgery Center not to discriminate on the basis of race, color, national origin, sex, age or disability. Willmar Surgery Center has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. § 18116) and its implementing regulations at 45 C.F.R. pt. 92, issued by the U.S. Department of Health and Human Services.

Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs and activities. Section 1557 and its implementing regulations may be examined in the office of:

Erika Gjerde, Administrator of Section 1557 Coordinator  
1320 South First Street  
Willmar, MN 56201  
Phone: (320)235-6506  
Fax: (320)235-7069  
Email: [egjerde@acmc.com](mailto:egjerde@acmc.com)

Erika Gjerde has been designated to coordinate the efforts of Willmar Surgery Center to comply with Section 1557.

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance under this procedure. It is against the law for Willmar Surgery Center to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

### **Procedure:**

- Grievances must be submitted to the Section 1557 Coordinator within (60 days) of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The Section 1557 Coordinator (or her/his designee) shall conduct an investigation of the complaint. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Section 1557 Coordinator will maintain the files and records of Willmar Surgery Center relating to such grievances. To the extent possible, and in accordance with applicable law, the Section 1557 Coordinator will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know.

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- The Section 1557 Coordinator will issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.
- The person filing the grievance may appeal the decision of the Section 1557 Coordinator by writing to the Chief Executive Officer within 15 days of receiving the Section 1557 Coordinator's decision. The Chief Executive Officer shall issue a written decision in response to the appeal no later than 30 days after its filing.

The availability and use of this grievance procedure does not prevent a person from pursuing other legal or administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, sex, age or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is 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

Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>. Such complaints must be filed within 180 days of the date of the alleged discrimination. Willmar Surgery Center will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided auxiliary aids and services or language assistance services, respectively, if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing qualified interpreters, providing taped cassettes of material for individuals with low vision, or assuring a barrier-free location for the proceedings. The Section 1557 Coordinator will be responsible for such arrangements.

Dated: October 12, 2016