



DISCRIMINATION IS AGAINST THE LAW
Statement of Non-Discrimination and How to File a Grievance

Texas Health Orthopedic Surgery Center Flower Mound complies with applicable Federal civil rights laws and does not discriminate on the basis of race, national origin, age, disability, or sex. Texas Health Orthopedic Surgery Center Flower Mound does not exclude people or treat them differently because of race, national origin, age, disability or sex. All patients seeking treatment at our facility are to be treated with respect and dignity. Any treatment determinations based on a person's physical status or diagnosis will be made on the basis of medical evidence and treatment capacity and not on the basis of fear or prejudice. Services will be furnished on the medical necessity and appropriateness of the service as well as applicable requirements of federal and state law and regulations regarding the types of treatment that may appropriately be furnished at our facility.

Texas Health Orthopedic Surgery Center Flower Mound provides free language services to people whose primary language is not English, such as information written in other languages.

If you have questions regarding this policy or believe that you haven't been treated fairly, you may file a grievance in writing by describing the nature of the problem, the relief or remedy you are seeking, as well as your name, address and phone number(s). The grievance should be filed via mail or fax to the following:

- Attention: Compliance Officer
- Mailing: Texas Health Orthopedic Surgery Center Flower Mound 5000 Long Prairie Road, Suite 202 Flower Mound, Texas 75028
- Fax: 855.840.8578

You may also file a grievance or civil rights complaint to:

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/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. Phone 1-800-368-1019. (TDD) 1-800-537-7697.

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