



ORLANDO CENTER FOR OUTPATIENT SURGERY

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

ORLANDO CENTER FOR OUTPATIENT SURGERY

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

If you need these services, contact CHRISTY GARCIA AT 407-426-8331 EXT 305

If you believe that you have been denied any of these services or discriminated against in another way, on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Angelia Haynes, BUSINESS OFFICE MANAGER
1405 SOUTH ORANGE AVENUE SUITE 400/500
ORLANDO FL 32806
407-426-8331
407-425-9582
angelia.haynes@scasurgery.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the following person is available to help you:

KARA HARMON, CEO

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>