



NOTICE OF NONDISCRIMINATION

UNC Health and its affiliated Network Entities comply with applicable Federal civil rights laws and do not discriminate, exclude people, or treat them differently on the basis of race, ethnicity, color, culture, religion, language, national origin, age, physical or mental disability, socioeconomic status, sex, sexual orientation and gender identity or expression.

A. Free Aids and Services

UNC Health and its affiliated Network Entities:

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

If you need to receive these services, contact the individual identified below (Section C), for the Network Entity location where you are receiving services.

B. Grievances

If you believe that UNC Health or an affiliated Network Entity has failed to provide these services or discriminated in another way on the basis of race, ethnicity, color, culture, religion, language, national origin, age, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression, you can file

a grievance with the following individuals (Section C), depending on where you are receiving services. You can file a grievance in person or by mail, fax, or e-mail. If you need help filing a grievance, the individual identified below, for the Network Entity location where you are receiving services, is available to help you.

Network Entity	Person to Assist with Free Aids and Services	Person to Assist with Grievances (Civil Rights Coordinator)
<p>UNC Medical Center (UNC Hospitals; UNC Faculty Physicians; UNC Health Shared Services Pharmacy; UNC Homecare; and UNC Home Health)</p>	<p>Director of Patient Relations Patient Relations Department UNC Medical Center 101 Manning Drive Chapel Hill, NC 27514 Phone: (984) 974-5006 Fax: (984) 974-8895 E-mail: patient.relations@unchealth.unc.edu</p>	<p>Director of Patient Relations Patient Relations Department UNC Medical Center 101 Manning Drive Chapel Hill, NC 27514 Phone: (984) 974-5006 Fax: (984) 974-8895 E-mail: patient.relations@unchealth.unc.edu</p>

Network Entity	Person to Assist with Free Aids and Services	Person to Assist with Grievances (Civil Rights Coordinator)
<p>Caldwell Memorial Hospital, Inc. (d/b/a Caldwell UNC Health Care)</p>	<p>Patient Care Coordinator</p> <p>Caldwell UNC Health Care 321 Mulberry Street SW P.O. Box 1890 Lenoir, NC 28645 Phone: (828) 757-5887 or (828) 292-0174</p>	<p>Compliance Coordinator</p> <p>Risk Management Office Caldwell UNC Health Care 321 Mulberry Street SW P.O. Box 1890 Lenoir, NC 28645 Phone: (828) 757-5555 Fax: (828) 759-4984 E-mail: RiskMgtUNCCaldwell@unch ealth.unc.edu</p>

Network Entity	Person to Assist with Free Aids and Services	Person to Assist with Grievances (Civil Rights Coordinator)
<p>Chatham Hospital, Inc. and Chatham Imaging Services of Pittsboro, LLC</p>	<p>Interpreting Services Director</p> <p>Interpreting Services Chatham Hospital 475 Progress Boulevard Siler City, NC 27344 Phone: (919) 799-4770</p>	<p>Director of Patient Relations</p> <p>Patient Relations Department UNC Medical Center 101 Manning Drive Chapel Hill, NC 27514 Phone: (984) 974-5006 Fax: (984) 974-8895 E-mail: patient.relations@unchealth.unc.edu</p>

Network Entity	Person to Assist with Free Aids and Services	Person to Assist with Grievances (Civil Rights Coordinator)
<p>Johnston Health Services Corp. (d/b/a Johnston Health)</p>	<p>Telephone Operator</p> <p>Johnston Health 509 N. Bright Leaf Boulevard P.O. Box 1376 Smithfield NC 27577 Phone: (919) 934-8171</p>	<p>Compliance Director</p> <p>Compliance Office Johnston Health 509 N. Bright Leaf Boulevard P.O. Box 1376 Smithfield NC 27577 Phone: 919-938-7121 Fax: (919) 934-7518</p>

Network Entity	Person to Assist with Free Aids and Services	Person to Assist with Grievances (Civil Rights Coordinator)
<p>Lenoir Memorial Hospital, Inc. (d/b/a UNC Lenoir Health Care)</p>	<p>Language Services Coordinator</p> <p>Language Services UNC Lenoir Health Care 100 Airport Road Kinston, NC 28501 Phone: (252) 522-7000 Fax: (252) 522-7958</p>	<p>Civil Rights Coordinator</p> <p>Patient Relations Office UNC Lenoir Health Care 100 Airport Road P.O. Box 1678 Kinston, NC 28503-1678 Phone: (252) 522-7135 Fax: (252) 522-7940</p>

Network Entity	Person to Assist with Free Aids and Services	Person to Assist with Grievances (Civil Rights Coordinator)
<p>Henderson County Hospital Corp. (d/b/a Margaret R. Pardee Memorial Hospital)</p>	<p>Interpreter Services</p> <p>Margaret R. Pardee Memorial Hospital 800 North Justice Street Hendersonville, NC 28791 Phone: (828) 696-4644 Fax: (828) 696-4657</p>	<p>Civil Rights Coordinator</p> <p>Patient Relations Margaret R. Pardee Memorial Hospital 800 North Justice Street Hendersonville, NC 28791 Phone: (828) 698-7998 Fax: (828) 696-4657</p>

Network Entity	Person to Assist with Free Aids and Services	Person to Assist with Grievances (Civil Rights Coordinator)
<p>Nash Health Care Systems (Nash Hospitals, Inc., d/b/a Nash UNC Health Care; Nash MSO, Inc.; and NHCS Physicians, Inc.)</p>	<p>Compliance Officer Nash Health Care Systems 2460 Curtis Ellis Drive Rocky Mount, NC 27804 Phone: (252) 962-3342 Fax: (252) 962-8188</p>	<p>Compliance Officer Nash Health Care Systems 2460 Curtis Ellis Drive Rocky Mount, NC 27804 Phone: (252) 962-3342 Fax: (252) 962-8188</p>

Network Entity	Person to Assist with Free Aids and Services	Person to Assist with Grievances (Civil Rights Coordinator)
<p>UNC Physicians Network, LLC; and UNC Physicians Network Group Practices, LLC</p>	<p>The Practice Manager of your practice or UNCPN Manager of Patient Relations</p> <p>UNC Physicians Network 2000 Perimeter Park Drive Suite 200 Morrisville, NC 27560 Phone: (984) 215-4056 Email: UNCPNcares@unhealth.un c.edu</p>	<p>Patient Experience Manager</p> <p>UNC Physicians Network 2000 Perimeter Park Drive Suite 200 Morrisville, NC 27560 Phone: (984) 215-4056 E-mail: UNCPNcares@unhealth.un c.edu</p>

Network Entity	Person to Assist with Free Aids and Services	Person to Assist with Grievances (Civil Rights Coordinator)
<p>UNC REX Healthcare (Rex Hospital, Inc., Rex Radiation Oncology, LLC, and d/b/a UNC REX Rehabilitation)</p>	<p>Director of Patient Relations Patient Relations Department UNC Medical Center 101 Manning Drive Chapel Hill, NC 27514 Phone: (984) 974-5006 Fax: (984) 974-8895 E-mail: patient.relations@unchealth.unc.edu</p>	<p>Manager of Quality Programs/Risk Management Department of Quality Programs UNC REX Healthcare 4420 Lake Boone Trail Raleigh, NC 27607 Phone: (919) 784-1068 Fax: (919) 784-3076</p>

Network Entity	Person to Assist with Free Aids and Services	Person to Assist with Grievances (Civil Rights Coordinator)
<p>UNC Rockingham Health Care, Inc. (d/b/a UNC Rockingham Hospital and d/b/a UNC Rockingham Rehabilitation and Nursing Care Center)</p>	<p>Director of Emergency Department</p> <p>UNC Rockingham Health Care 117 E. Kings Highway Eden, NC 27288 Phone: (336) 627-4212 Fax: (336) 623-2434</p>	<p>Director of Patient Relations</p> <p>Patient Relations Department UNC Medical Center 101 Manning Drive Chapel Hill, NC 27514 Phone: (984) 974-5006 Fax: (984) 974-8895 E-mail: patient.relations@unchealth.unc.edu</p>

Network Entity	Person to Assist with Free Aids and Services	Person to Assist with Grievances (Civil Rights Coordinator)
Wayne Memorial Hospital, Inc. (d/b/a Wayne UNC Health Care) (Wayne MRI, LLC)	Patient Experience Manager Patient Experience Department Wayne UNC Health Care 2700 Wayne Memorial Drive Goldsboro, NC 27530 Phone: (919) 587-2273 E-mail: wayne.experience@unchealth.unc.edu	Patient Experience Manager Patient Experience Department Wayne UNC Health Care 2700 Wayne Memorial Drive Goldsboro, NC 27530 Phone: (919) 587-2273 E-mail: wayne.experience@unchealth.unc.edu

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>.

C. Attention

- **ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al:
- **ATTENTION:** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.

Appelez le:

- CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số:

- 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。

請致電：

- ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer:

- 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로

이용하실 수 있습니다. 연락처:

- ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए भाषा सहायता सेवाएं निःशुल्क उपलब्ध हैं। इस पर कॉल करें:

- PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa:
- LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau:
- સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો:
- ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните:
- Dè dɛ nìà kɛ dyédé gbo: ɔ jǔ ké m̀ [Bàsóò-wùdù-po-nyò] jǔ ní, nìí, à wuɖu kà kò dò po-poò b́èin m̀ gbo kpáa. Ǹá:

- గమనిక: మీరు తెలుగు భాషను మాట్లాడేవారు అయితే, భాష సహాయక సేవలు మీకు ఎటువంటి ఛార్జీలు లేకుండా ఉచితంగా అందుబాటులో ఉన్నాయి. ఈ నంబర్ కు కాల్ చేయండి:

- ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero:

- ملحوظة: إذا كنت تتحدث العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم:

UNC Medical Center
(UNC Hospitals, UNC
Faculty Physicians, UNC
Shared Services Center
Pharmacy, UNC
Homecare, and UNC Home
Health):
1-984-974-5006

**Caldwell UNC Health
Care:**
1-828-292-0174
**Chatham Hospital and
Chatham Imaging
Services of Pittsboro:**
1-984-974-5006

Johnston Health:

1-919-934-8171

Radiation Oncology, and
d/b/a UNC REX
Rehabilitation):

**Lenoir UNC Health
Care:**

1-984-974-5006

1-252-522-7000

**Margaret R. Pardee
Memorial Hospital:**

1-828-696-4644

**Nash Health Care
Systems** (Nash Hospitals,
d/b/a Nash UNC Health
Care, Nash MSO, and
NHCS Physicians):

1-252-962-8000

**UNC Physicians
Network (UNC PN) and
UNC Physicians
Network Group
Practices (UNC PN GP):**

1-984-215-4056

**UNC Rockingham
Health Care, Inc.:**

1-336-627-4212

UNC REX Healthcare
(Rex Hospital, Rex

Wayne UNC Health Care

(Wayne Memorial Hospital
and Wayne MRI):

1-919-736-1110