

## Patient Non-Discrimination Policy

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

Admire Dental:

- 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

Any patient who believes Admire Dental failed to provide services or discriminated on the basis of color, race, national origin, age, disability, or sex, can file a grievance with the Practice Manager, 305 State Street, Springfield, MA 01105, Admire Dental Office Phone Number 413-732-6000. A grievance can be filed in person or by mail. If assistance is needed in filing a grievance, Heather Lynn Mulrooney is available to help.

Patients 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>.