

# Notice Informing Individuals About Nondiscrimination And Accessibility Requirements

Mercy Health follows federal civil rights laws. We do not treat people differently because of their race, color, where they come from, how old they are, if they have a disability or their sex, which includes being pregnant, sexual orientation and gender identity.

We provide free help so everyone can understand and take part in their care, including:

- Qualified sign language interpreters
- Written materials in large print, audio or digital formats
- Help in other languages (like interpreters and written translations)

If you need any of these services, ask any employee or email us at [LanguageServices@mercy.com](mailto:LanguageServices@mercy.com).



If you have any concerns or feel that Mercy Health did not give you the help you needed or treated you unfairly, you can contact our civil rights coordinator:

**Email:** [Section1557@bsmhealth.org](mailto:Section1557@bsmhealth.org)

**Phone:** 833-276-4571 (TTY: 711)

**Address:** 4600 McAuley Pl., Suite 600  
Cincinnati, OH 45242

You can also contact the U.S. Department of Health and Human Services, Office for Civil Rights:

**Website:** [ocrportal.hhs.gov/ocr/portal/lobby.jsf](https://ocrportal.hhs.gov/ocr/portal/lobby.jsf)

**Mail:** 200 Independence Ave., SW  
Room 509F, HHH Building  
Washington, D.C. 20201

**Phone:** 800-368-1019 (TTY: 800-537-7697)

Complaint forms are available at  
[hhs.gov/ocr/office/file/index.html](https://hhs.gov/ocr/office/file/index.html).

You can find this notice online at [mercy.com](https://mercy.com).