

Discrimination Policy

The Center does not discriminate, exclude people or treat them differently on the basis of race, color, national origin, age, disability, or sex.

The Center provides free aids and services for disabilities as follows:

- Qualified sign language interpreters
- Written information in other formats (large print, electronic formats, etc)

The Center provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

ATTENTION: Language assistance services, free of charge, are available to you. Call 1-888-808-9008.

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1- 888-808-9008.

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para
1- 888-808-9008.

Patients who believe that the Center has failed to provide these services may file a complaint either in person or by mail, fax or email. (See Grievance Procedure)

Patients can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights.

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>

GRIEVANCE PROCEDURE

Please contact the following with any concerns or complaints related to your experience at the Center. Complaints are reviewed and acted upon as they are received.

Administrator:

joshpascucci@gbossny.com

or

Guthrie Broome Orthopedic and Spine Surgery Center, LLC

Josh Pascucci, Administrator

400 W Commons Way, Suite 100

Johnson City, NY 13790

The patient, family member, and visitor to the Center may contact the following if not satisfied with the outcome of their complaint:

New York State Department of Health

Corning Tower
Empire State Plaza
Albany, NY 12237

1-833-364-4695

Medicare Ombudsman

1-800-633-4227

<https://www.cms.gov/center/special-topic/ombudsman/medicare-beneficiary-ombudsman-home>

Accreditation Association for Ambulatory Health Care

1-847-853-6060

Email: info@aaahc.org