



# Patient Nondiscrimination and Accessibility Notice

## Discrimination is Against the Law

Boone Memorial Hospital, Inc. (dba Boone Memorial Health) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity). Boone Memorial Health does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity).

### Aids and Services Offered

Boone Memorial Health 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)
- 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, please notify any staff member for assistance.

### Grievance Procedure

If you believe that Boone Memorial Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance with:

**Terri Castle, RN, BSN**

**Chief Nursing Officer, Corporate Compliance Officer, and Section 1557 Coordinator**

701 Madison Avenue, Madison, West Virginia 25130  
304-369-2931 | [tcastle@bmh.org](mailto:tcastle@bmh.org)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Terri Castle, Chief Nursing Officer, Corporate Compliance Officer, and Section 1557 Coordinator, is available to help you.

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  
1-800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.