



partner 

PartnerMD Nondiscrimination and Accessibility Policy

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

PartnerMD:

- **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

If you need these services, contact Shelly van't Riet, PartnerMD Civil Rights Coordinator.

If you believe that PartnerMD has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Shelly van't Riet, PartnerMD Civil Rights Coordinator, 7001 Forest Avenue, Suite 302, Richmond, VA 23230, (844) 346-7801, fax: (804) 672-4948, CivilRightsCoor@PartnerMD.com. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Shelly van't Riet, PartnerMD Civil Rights 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, 800-537-7697 (TDD)

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



PartnerMD provides free language services to people whose primary language is not English.

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (704) 816-2600.

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 (704) 816-2600。

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (704) 816-2600.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (704) 816-2600 번으로 전화해 주십시오.

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (704) 816-2600.

مقرب ل لصتا. ن ا ح م ل اب لك ل ر ف ا و ت ت ع ي و غ ل ل ا د ع ا س م ل ا ت ا م د خ ن ا ف ، ع ل ل ل ا ر ك ذ ا ث د ح ت ت ن ك ا ذ ا : ع ظ و ح ل م (704) 816-2600.

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau (704) 816-2600.

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (704) 816-2600

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (704) 816-2600.

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિચીલક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો (704) 816-2600).

ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសាដើមរបស់យើងអាចមានសំរាប់អ្នក។ ចូរ ទូរស័ព្ទ (704) 816-2600 ។

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (704) 816-2600.

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। (704) 816-2600 पर कॉल करें।

ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສຍຄ່າ, ມີ ສຳລັບ ທ່ານ. ໂທ (704) 816-2600.

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。(704) 816-2600 まで、お電話にてご連絡ください。