

**CROCKETT MEDICAL CLINIC  
NONDISCRIMINATION POLICY**

**Crockett Medical Clinic complies with all applicable federal civil rights laws, including Section 1557 of the Affordable Care Act (Section 1557). Crockett Medical Clinic does not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)).**

In compliance with Section 1557 and other federal civil rights laws, we provide individuals the following in a timely manner and free of charge:

- **Language assistance services.** Crockett Medical Clinic will provide language assistance services for individuals with limited English proficiency (including individuals' companions with limited English proficiency) to ensure meaningful access to our programs, activities, services, and other benefits. Language assistance services may include:
  - Electronic and written translated documents
  - Qualified bilingual staff
  - Qualified interpreters
- **Appropriate auxiliary aids and services.** Crockett Medical Clinic will provide appropriate auxiliary aids and services for individuals with disabilities (including individuals' companions with disabilities) to ensure effective communication. Appropriate auxiliary aids and services may include:
  - Qualified interpreters, including American Sign Language interpreters
  - Information in alternate formats (including but not limited to large print, and accessible electronic formats)
- **Reasonable modifications.** Crockett Medical Clinic will provide reasonable modifications for qualified individuals with disabilities, when necessary to ensure accessibility and equal opportunity to participate in our programs, activities, services, or other benefits.

To access our language assistance services, auxiliary aids and services, and for assistance in getting a reasonable modification, please notify the staff when making an appointment or at check in.

**For additional assistance, you may also contact**

**Robbie Taylor, Section 1557 coordinator, at 731-696-5401.**

If you believe Crockett Medical Clinic has failed to provide these services or has discriminated in another way on the basis of race, color, national origin, sex, age, or disability, you can:

File a grievance with Crockett Medical Clinic:

Request copy of Crockett Medical Clinic's Grievance Procedure

1. Grievance must be filed within 60 days.
2. Grievance should be in writing
3. Grievance must include the allegations to investigate.
4. Grievance should be filed with Robbie Taylor, coordinator.

File a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

*Electronically:* <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

*Via mail:*

U.S. Department of Health & Human Services  
200 Independence Avenue, S.W.  
Washington, D.C. 20201

Room 509F

1-800-368-1019, 800-537-7697(TDD)

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