



Sections 504 and 1557 Grievance Procedures

Each Centura Health facility complies with applicable Federal civil rights laws and prohibits discrimination on the basis of race, color, national origin, age, disability, or sex. Centura Health facilities do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Centura Health has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the US Department of Health and Human Services regulations (45 CFR Part 84) implementing Section 504 of the Rehabilitation Act of 1973 as amended (29 U.S.C. 794) and Section 1557 of the Patient Protection and Affordable Care Act (ACA) (42 U.S.C. 18116). Section 504 states in part that “no otherwise qualified handicapped individual ... shall, solely by reason of his handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance ...” Section 1557 extends nondiscrimination protections to individuals participating in certain health programs or activities.

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance under these procedures. It is against the law for Centura Health to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

The law and regulations may be examined in the office of the Section 504/1557 Coordinator, who been designated to coordinate the efforts to comply with the regulations. Centura has designated Patient Representatives as its Sections 504/1557 Coordinators. The contact information is located on the [Patient Representative](http://www.centura.org/For-Patients-and-Families/Patient-Bill-of-Rights-and-Responsibilities/Patient-Grievances/) web page (<http://www.centura.org/For-Patients-and-Families/Patient-Bill-of-Rights-and-Responsibilities/Patient-Grievances/>). Please make sure you carefully review this to ensure you are contacting the appropriate representative for the facility of concern.

Procedures:

- Grievances must be submitted to the Section 504/1557 Coordinator within 60 days of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The Section 504/1557 Coordinator (or designee) shall conduct an investigation of the complaint. This investigation may be informal, but it must be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. To the extent possible, and in accordance with applicable law, the Section 504/1557 Coordinator (or designee) will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know.
- The Section 504/1557 Coordinator will maintain the files and records of [Centura Health] relating to grievances in accordance with Centura Health document retention standards.



- The Section 504/1557 Coordinator (or designee) will issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.
- The person filing the grievance may appeal the decision of the Section 504/1557 Coordinator (or designee) by writing to the Chief Executive Officer within 15 days of receiving the Section 504/1557 Coordinator's (or designee's) decision. The Chief Executive Officer or his/her designee shall issue a written decision in response to the appeal no later than 30 days after its filing.
- The availability and use of this grievance procedure does not prevent a person from pursuing other legal or administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, sex, age or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is 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, DC 20201. Telephone: 1-800-368-1019. TDD: 1-800-537-7697. Complaint forms are available by visiting Office for Civil Rights web page (<http://www.hhs.gov/ocr/office/file/index.html>). Such complaints must be filed within 180 days of the date of the alleged discrimination.

Centura Health facilities will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided other accommodations, auxiliary aids and services including language assistance services, if needed, to participate in this grievance process. Such arrangements may include, but are not limited to, providing qualified interpreters, providing taped cassettes of material for individuals with low vision, or assuring a barrier-free location for the proceedings.