



Nondiscrimination Statement for Patients

Pines Health Services (PHS) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, religion, or sex (including pregnancy, sexual orientation, and gender identity). PHS 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). PHS will not discriminate because the individual is unable to pay for the health care services or because payment for those services would be made under Medicare, Medicaid, or the Children's Health Insurance Program (CHIP).

Pines Health Services:

- 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
- Provides a Sliding Fee Discount Program

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

Traci Rogers, BSN, RN
CNO/COO
P.O. Box 40, Caribou, ME 04736
Phone: 207-498-2356, ext. 2015
Fax: 207-498-3947
trogers@pineshealth.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Traci Rogers, RN, 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 <https://www.hhs.gov/ocr/complaints/index.html>.