

NOTICE OF NONDISCRIMINATION AND ACCESSIBILITY

Opsam Health provides respectful, accessible care to all patients. Free interpreter services and disability-related communication assistance are available.

Our Commitment

Opsam Health complies with applicable federal and California civil rights laws.

Opsam Health does not discriminate against, exclude, or treat patients differently because of:

- Race, color, national origin, ancestry, or ethnic group identification
- Religion, age, sex, sexual orientation, gender, gender identity, or gender expression
- Marital status, disability, medical condition, or genetic information
- Citizenship, immigration status, primary language, source of payment, or any other status protected by law

Free Language Assistance and Accessibility Services

Opsam Health provides free help to patients who need assistance communicating with us, including:

For patients with disabilities

- Qualified sign language interpreters
- Written information in large print, accessible electronic formats, or other reasonable formats
- Other reasonable modifications, auxiliary aids, or services when needed

For patients whose preferred language is not English

- Qualified interpreters
- Translated information when available or required
- Assistance understanding forms, notices, and health care information

These services are free. Please tell our staff if you need help.

How to Request Help or File a Grievance

If you believe Opsam Health has failed to provide these services or has discriminated against you, you may contact:

Opsam Health Civil Rights/ Compliance Contact	Compliance Department
Address	637 3 rd Avenue Suite E1, Chula Vista, CA, 91910
Phone	(209) 683-5057
Email	compliance@opsam.org
Notes	You may file a grievance in person, by mail, by phone, or by email. Opsam Health will assist you if you need help filing a grievance.

You May Also File a Civil Rights Complaint in writing, by mail, or via the Office for Civil Rights Complaint Portal

U.S. Department of Health and Human Services, Office for Civil Rights

Address: 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201

Online Complaint Portal: <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

Phone: 1-800-368-1019 TDD: 1-800-537-7697