

## QUESTIONS:

To learn more about our facility, please visit our website at [www.fresnosurgicalhospital.com](http://www.fresnosurgicalhospital.com).

In keeping with our mission and our responsibility to the community we serve, Fresno Surgical Hospital offers financial assistance programs. If you are concerned about your ability to pay your cost share, or if you do not have health insurance, we offer financial assistance for those who qualify through our Financial Support (Charitable Assistance) Program.

For your convenience, our representatives are available Monday through Friday, 8:00am – 5:00pm, at (559) 447-7735.

## NOTICE:

### Discrimination is Against the Law

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

Fresno Surgical Hospital:

- 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, please contact our Chief Quality Officer at (559) 447-7316.

If you believe that Fresno Surgical Hospital has failed to provide these services or discriminated in another way, you may file a grievance with our Chief Quality Officer, 6125 N. Fresno St., Fresno, CA 93710, (559) 447-7316, Fax: (559) 436-3406. You can file a grievance in person, by mail, or facsimile. If you need assistance filing a grievance, our Chief Quality Officer 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, through the Office for Civil Rights Complaint Portal, available at:

<https://ocrportal.hhs.gov/ocr/smartscreen/main.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  
(800) 368-1019, (800) 537-7697 (TDD)

Complaint forms are available at <https://www.hhs.gov/ocr/complaints/index.html>.