

GBMC HEALTHCARE

NOTICE OF NON-DISCRIMINATION

GBMC HealthCare complies with applicable federal civil rights laws and does not discriminate, exclude or treat people differently based on age, gender, sex (consistent with the scope of sex discrimination described at 45 CFR 92.101(a)(2)), race, color, national origin, religion, sexual orientation, gender identity or expression, or disabilities.

GBMC provides free aids and services to people with disabilities and language assistance for those whose primary language is not English. These aids and services include, but are not limited to:

- Qualified interpreters for American sign language.
- Qualified interpreters for those whose primary language is not English.

If you need these services, contact your nurse, your doctor and/or the department manager. You have the right, without recrimination, to voice complaints regarding your care and to have those complaints reviewed, and when possible, resolved.

If you believe that GBMC has failed to provide these services or discriminated in another way, you may file a grievance by contacting our Resolution Specialist at 443-849-2960. You can also forward your concerns by email to **ResolutionManager@gbmc.org**, regular mail to the attention of the Resolution Specialist, Quality and Safety, 6701 North Charles Street, Baltimore, MD 21204 or by fax to 443-849-2258. Our Resolution Specialist will be happy to assist you and answer any questions you may have. For general questions related to GBMC's compliance with federal civil rights laws, you can email **Compliance@gbmc.org**.

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: Centralized Case Management Operations, U.S. Department of Health and Human Services, 200 Independence Avenue, SW, Room 509F, HHH Building, Washington, D.C. 20201, Phone: 1-800-368-1019, TDD: 1-800-537-7697. Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

This notice is available on GBMC's website: <https://www.gbmc.org/patients-and-visitors/privacy-rights-and-non-discrimination>.