



PATIENT/REPRESENTATIVE DISCRIMINATION COMPLAINT FORM

All patient/representative complaints are confidential. Please see the attached Policy for additional reporting options.

Nature of Complaint:

Describe the problem or action alleged to be discriminatory, including any information you feel is important:

What action do you feel is needed to resolve this complaint?

Staff involved (Names, if known):

Name: _____

Phone Number: _____

Address: _____

DISCRIMINATION IS AGAINST THE LAW

Orthopedic One complies with applicable Federal civil rights laws and does not exclude, treat differently or discriminate against any person on the basis of race, color, national origin, age, disability, or sex.

Orthopedic One provides free aids and services to patients with disabilities or limited English proficiency to communicate effectively with us, such as:

- a. Qualified sign language interpreters
- b. Qualified interpreters for patients whose primary language is not English
- c. Written information in other formats or languages

If you need these services, please notify us when scheduling an appointment.

If you believe that Orthopedic One has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you may file a grievance in person or by mail, fax or email to:

Orthopedic One
Tim Smith, Chief Executive Officer
4605 Sawmill Rd.
Upper Arlington, OH 43220
614-827-8700
1-800-837-3231
614-827-8701 (fax)
tsmith@orthopedicONE.com

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights by mail, phone or electronically through the Office for Civil Rights Complaint Portal.

Centralized Case Management Operations
U.S. Department of Health and Human Services
200 Independence Avenue, S.W.
Room 509F, HHH Bldg.
Washington, D.C. 20201
1-800-368-1019
1-800-537-7697 (TDD)
www.hhs.gov/ocr

If you need help filing a civil rights complaint, please email OCR at OCRMail@hhs.gov or call 1-800-368-1019. We provide alternative formats (such as Braille and large print), auxiliary aids and services (such as a relay service), and language assistance.