



partner 

## PartnerMD Nondiscrimination and Accessibility Policy

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

### **PartnerMD:**

- **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, contact Shelly van't Riet, PartnerMD Civil Rights Coordinator.

If you believe that PartnerMD has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with: Shelly van't Riet, PartnerMD Civil Rights Coordinator, 7001 Forest Avenue, Suite 302, Richmond, VA 23230, (844) 346-7801, fax: (804) 672-4948, [CivilRightsCoor@PartnerMD.com](mailto:CivilRightsCoor@PartnerMD.com). You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Shelly van't Riet, PartnerMD 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 <http://www.hhs.gov/ocr/office/file/index.html>.



PartnerMD provides free language services to people whose primary language is not English.

**ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al (804) 282-2655.

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. (804) 282-2655 번으로 전화해 주십시오.

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số (804) 282-2655.

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 (804) 282-2655。

مقرب لصتا. ناملاب لكل رفاوتت ةيوعلل ادعاسمل تامدخ ناف، ةغلل ركذا شدحتت تنك اذا: ةظوحلم (804) 282-2655.

**PAUNAWA:** Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa (804) 282-2655.

دشاب یم مہارف امش یارب ناگیار تروصب ینابز تالیست، دینک یم وگتفگ یراف نابز هب رگا: ةجوت اب دیری گب سامت (804) 282-2655

ማስታወሻ: የሚናገሩት ቋንቋ ኣማርኛ ከሆነ የትርጉም አርዳታ ድርጅቶቻችን በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚስተለው ቁጥር ይደውሉ (804) 282-2655.

سی۔ بایتسد سی ت فم تامدخ یک ددم یک نابز وک پآ وت، سی۔ تے لوب ودرآ پآ رگا: رادربخ - سی۔ رک لاک (804) 282-2655

**ATTENTION :** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le (804) 282-2655.

**ВНИМАНИЕ:** Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните (804) 282-2655

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। (804) 282-2655 पर कॉल करें।

**ACHTUNG:** Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: (804) 282-2655.

লক্ষ্য করুন: যদি আপনি বাংলা, কথা বলতে পারেন, তাহলে নথিখরচায় ভাষা সহায়তা পরিষেবা উপলব্ধ আছে। ফোন করুন ১ (804) 282-2655।

Dè dɛ nìà kɛ dyédé gbo: ɔ jũ ké m' [Bàsɔ̀̀- wùdù-po-nyò] jũ ní, nìí, à wuɖu kà kò dọ̀ po-poò bɛ̀ìn m' gbo kpáa. Đá (804) 282-2655