

Notice Informing Individuals About Nondiscrimination and Accessibility Requirements

Confluent Health complies with applicable Federal civil rights laws and does not discriminate based on race, color, national origin, age, disability, or sex. Confluent Health does not exclude, deny benefits to, or otherwise discriminate against any person or treat them differently because of race, color, national origin, age, disability, or sex.

Confluent Health:

1. 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)
2. Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages
3. If you need these services, please let the receptionist know.

If you believe that Confluent Health has failed to provide these services or discriminated in another way based on race, color, national origin, age, disability, or sex (including pregnancy, sexual orientation, and gender identity), you can file a grievance with:

Compliance Department
1650 Lyndon Farm Court, Suite 300
Louisville, KY 40223
compliance@goconfluent.com

You can file a grievance in person or by mail, or email. If you need help filing a grievance, the Compliance Department 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>.

Section 504 Notice of Program Accessibility

The regulation implementing Section 504 requires that an agency/facility "*...adopt and implement procedures to ensure that interested persons, including persons with impaired vision or hearing, can obtain information as to the existence and location of services, activities, and facilities that are accessible to and usable by disabled persons.*" (**45 C.F.R. §84.22(f)**) - [eCFR :: 45 CFR 84.22 -- Existing facilities](#).

Confluent Health and all its programs and activities are accessible to and useable by disabled persons, including persons with impaired hearing and vision. Access features include:

- Convenient off-street parking designated specifically for disabled persons.
- Curb cuts and ramps between parking areas and buildings.
- Level access into first floor level with elevator access to all other floors.
- Fully accessible offices, meeting rooms, bathrooms, public waiting areas, patient treatment areas, including examining rooms and patient wards.
- A full range of assistive and communication aids provided to persons who are deaf, hard of hearing, or blind, or with other sensory impairments. There is no additional charge for such aids. Some of these aids include:
 - Qualified sign language interpreters for persons who are deaf or hard of hearing.
 - Readers and taped material for the blind and large print materials for the visually impaired.
 - Flash cards, alphabet boards and other communication boards.
 - Assistive devices for persons with impaired manual skills.

If you require any of the aids listed above, please let the receptionist know.