

# Notice of Non-Discrimination



Ballad Health complies with applicable federal civil rights laws and does not exclude, treat individuals differently or discriminate on the basis of race, color, religion, national origin (including limited English proficiency and primary language), disability, age, sex, sexual orientation or gender identity.

Ballad Health provides free aids and language assistance services to people with disabilities and to people whose primary language is not English, such as:

- Qualified interpreters
- Written information in other formats (large print, audio, accessible electronic formats)
- Vital documents and other healthcare information translated in primary languages

**If you need any of these services, inform a Ballad Health team member.**

If you believe that Ballad Health has failed to provide these services, you can file a grievance by mail, email or phone at:

- Ballad Health  
303 Med Tech Parkway  
Suite 300  
Johnson City, Tennessee 37604
- [ComplianceQuestions@balladhealth.org](mailto:ComplianceQuestions@balladhealth.org)
- Phone: 423.302.3404
- 24/7 toll-free compliance line: 800.535.9057
- Multi-Language Patient Line: 833.718.4340 (Spanish, Arabic, Mandarin, Cantonese, Vietnamese, Portuguese, Russian, Haitian Creole and Korean)

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: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

- U.S. Department of Health and Human Services  
200 Independence Ave., SW  
Room 509F, HHH Building  
Washington, D.C. 20201
- 800.368.1019, 800.537.7697 (TDD)
- Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

For more information about the ADA, call the Department of Justice's toll-free ADA Information Line at 1.800.514.0301 (voice), 1.800.514.0383 (TTY) or visit the ADA Home Page at [www.ada.gov](http://www.ada.gov).