



Non-Discrimination Statement

Mercy Iowa City complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

Mercy Iowa City does not exclude people or treat them differently because of race, color, religion, national origin, age, disability, sex or gender identity including sex stereotyping.

Mercy Iowa City provides services as free languages services to people whose primary language for health care is not English. Qualified language interpreter services are available.

Mercy Iowa City provides free aids and services to people with disabilities to communicate effectively. Qualified sign language interpreter services are available.

Mercy Iowa City will work to provide written information in other formats (larger print, audio accessible electronic formats) and other languages.

If you need these services, our staff can assist in obtaining them. Please speak with staff caring for you, the Nurse Manager, or Nursing Director. You may also contact Sarah Schoner the Section 1557 Coordinator.

If you feel that Mercy Iowa City has failed to provide these services or discriminated in another way on the basis of race, color, religion, national origin, age, disability, sex, or gender identity, including sexual stereotyping you can file a grievance with:

Sarah Schoner, Section 1557 Coordinator
Mercy Hospital
500 East Market Street
Iowa City, Iowa 52245
Phone: 319-339-3946
Fax: 319-887-2918
Email: Sarah.schoner@mercyic.org

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance contact Sarah Schoner, the Nurse Manager or Nursing Director.

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 available at <http://www.hhs.gov/ocr/office/file/index.html>