

Midwest Surgical Hospital's Nondiscrimination Statement

Discrimination is Against the Law

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

Midwest Surgical Hospital (MSH):

- 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 Midwest Surgical Hospital Civil Rights Coordinator – Cheri Spanjer.

If you believe that Midwest Surgical Hospital 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:

Cheri Spanjer
7915 Farnam Dr.
Omaha, NE 68114
(402) 399-1969 Office
(402) 399-1939 Fax
cspanjer@mwsurgical.com

You can file a grievance in person or by mail, fax, or email.
If you need help filing a grievance, Cheri Spanjer, Civil Rights Coordinator (402) 399-1969 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>

Complaint Process

Midwest Surgical Hospital is an accredited hospital by The Centers for Improvement of Healthcare Quality (CIHQ). As a patient, you or your surrogate decision-maker, have the right to file complaints regarding quality of care concerns or safety issues to CIHQ. Information on how to contact CIHQ:

By Phone

(866) 324-5080

By Fax

(805) 934-8588

By E-mail

complaint@cihq.org

By Mail

Center for Improvement
in Healthcare Quality
ATTN: Executive Director
P.O. Box 3620
McKinney, TX 75070

In-Person by Appointment

Contact the Executive Director of CIHQ at
(866) 324-5080 for instructions.