

Discrimination is Against the Law

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

If you have questions about the law, please contact our Patient Experience Officer. You can either call at 402-481-0139, write to Bryan Medical Center, Attn: Patient Experience Officer, 1600 South 48th Street, Lincoln, NE 68506 or email patientexperience@bryanhealth.org.

Bryan Medical Center:

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in large print, audio, accessible electronic formats or 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 interpreter services, contact our Administrative Managers 24/7: 800-742-7844. You may also email a request for interpreter services: communicationassist@bryanhealth.org

If you believe Bryan Medical Center 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:

Patient Family Relations Representative
1600 S. 48th Street, Lincoln, NE 68506
Phone 402-481-5761 - TTY 800-833-7352 - Fax 402-481-8306
patientexperience@bryanhealth.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, the Patient Family Relations Representative is available to help you. Please see the contact information above.

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 -TTY 800-537-7697

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