

Discrimination is Against the Law

Destiny Springs Healthcare (DSH) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. DSH does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

DSH 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)
- Free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages

If you need these services, please contact a hospital staff member. If you believe that DSH 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 the DSH Compliance office at:

Compliance@Destinysprings.com

or

DSH Compliance Officer
17300 North Dysart Rd.
Surprise, AZ 85378
623-233-3000

If you need help filing a complaint or grievance, the compliance office 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>

Do you have Concerns???

We encourage you to share your concerns or questions with any hospital staff present during your visit with us.

The patient advocate may be reached at 602-734-5785.

Any patient or patient's representative has the right to report their unresolved concerns to **Arizona Department of Health Services, Medical Facilities Licensing, 150 N. 18th Avenue, 4th Floor, Suite 450, Phoenix, AZ 85007, (602) 542-1025 or fax at (602) 364-3030.**