



## NOTICE OF NON-DISCRIMINATION

UD Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, sex, gender identity or expression, sexual orientation, genetic information, marital status, disability, religion, age, veteran status or any other characteristic protected by applicable law. UD Health does not exclude people or treat them differently because of race, color, national origin, sex, gender identity or expression, sexual orientation, genetic information, marital status, disability, religion, age, veteran status or any other characteristic protected by applicable law. UD Health 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) and provides 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, contact our Office Manager. If you believe that UD Health 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 University of Delaware General Counsel, Hullihen Hall, Room 112, Newark, DE 19713, Phone 302-831-7366.

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>.

### Translation Resources

English: ATTENTION: If you speak [insert language], language assistance services, free of charge, are available to you.

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務

French Creole: ATANSYON: Si w pale Kreyòl Ayisyen, gen sèvis èd pou lang ki disponib gratis pou ou.

Gujarati: યુ ના જો તમે જરાતી બોલતા હો, તો િન: લુ ભાષા સહાય સેવાઓ તમારા માટ ઉપલબ્ધ છે.

French: ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

Italian: ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti.

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad.

Hindi: ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध

Urdu: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال:

Arabic: ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1

Telugu: శ్రద్ధ: మీరు తెలుగు మాట్లాడితే, భాషా సహాయ సేవలు, ఉచితంగా, మీకు అందుబాటులో ఉంటాయి.

Dutch: AANDACHT: Als u nederlands spreekt, kunt u gratis gebruikmaken van de taalkundige diensten.

### Patient Rights and Responsibilities

UD (University of Delaware) Health is a diverse environment that endorses a culture of inclusion and equity. We do not tolerate harassment, abusive behavior or discrimination based on race, color, age, sex, national origin, marital status, disability, religion, veteran status or gender identity, expression, or sexual orientation. There are certain rights and responsibilities you have as a patient of UD Health.

- You have the right to receive courteous and respectful care.
- You have the right to excellent quality care and professional standards that are continually maintained and reviewed.
- You have the right to know the names and positions of those who are taking care of you.
- You have the right to be given current and complete information pertaining to your condition so you can make informed decisions about your care including treatment, diagnosis, alternatives, benefits, and risks.
- You have the right to ask questions about your health status or recommended treatment and for information to be given to you in a manner you understand.
- You have the right to participate in your care and make decisions that pertain to your care. You also have the right to include others, including family members, in your care.
- You have the right to be treated in a safe environment and to be free from all forms of abuse or harassment.
- You have the right to privacy and confidentiality with respect to your medical condition. Your care and treatment are only discussed with those who need to know.
- You have the right to refuse care but in refusing care you are accepting responsibility for your actions and your health.
- You have the right to refuse participation in research. Any refusal to participate, at any time, will not affect your access to care.
- You have the right to have an interpreter if you need assistance in understanding your care.
- You have the right to obtain copies or summaries of your medical records and to request amendment if you disagree with information contained within your medical record that is from our facility, in accordance with the law and regulations. This access may be restricted by your provider only for sound medical reasons.
- You have the right to know how we may use your protected health information (our Notice of Privacy Practices).
- You have the right to ask someone to be with you during certain intimate parts of an exam, treatment, or procedure.
- You have the right to know about fees for services and payment policies.
- You have the right to a detailed explanation of your bill.
- You have the right to know how to provide feedback or to file a complaint.

### Your Responsibilities

- You are responsible for being respectful and considerate toward all staff, students, faculty, other patients, and visitors to our facility.
- You are responsible for respecting the property and rights of others.
- You are responsible for providing accurate and complete information about your medical and mental health so that we can provide the best treatment options for you.
- You are responsible for keeping all scheduled appointment times and to be on time for those appointments.
- Ask questions if you do not understand the directions or treatment being given by your provider.
- You are responsible for following the care plan and any medications that are prescribed by your provider/therapist/clinicians that participate in your care. If your refusal of treatment prevents us from providing appropriate care according to ethical and professional standards, we may need to end our relationship with you after giving you reasonable notice.
- You are responsible for paying for any charges that are related to your care but are not covered by your insurance.
- You are responsible for your personal belongings.
- You are expected to treat all health care equipment with care and safety.

UD Health strives to provide our patients with safe and competent care. If you have any concerns or feedback, we encourage you to please contact us.

- You may speak to your provider/therapist/clinician.
- Speak to the director/manager of the department.
- If you feel that any of the rights below have been violated, please feel free to reach out to our General Counsel, PC Shea- [pcshea@udel.edu](mailto:pcshea@udel.edu); Phone: 302-831-7263 Address: Hullihen Hall, Room 112, Newark, DE 19713.
- For compliance related questions, contact: Jackie Squillace, Director of Operations & Compliance. Phone 302-831-3867, [jsquill@udel.edu](mailto:jsquill@udel.edu)
- You may also call our compliance hotline and report any concerns: 1-888-366-6033.

[Compliance Hotline | Internal Audit \(udel.edu\)](#)

If you would like to file a civil rights complaint with the US Department of Health and Human Services, Office for Civil Rights, electronically: [Filing with OCR | HHS.gov](#)

[U.S. Department of Health & Human Services - Office for Civil Rights \(hhs.gov\)](#) or by mail or phone at:

US Department of Health and Human Services

200 Independent Ave., SW

Room 509F, HHH Building

Washington, DC 20201

1-800-368-1019; 1-800-537-7697