

Non-Discrimination Notice

Johns Hopkins health care providers and all employees of Johns Hopkins Medicine comply with applicable Federal civil rights laws and do not discriminate against, exclude, or treat people differently on the basis of race, color, ethnicity, national origin, age, language, physical or mental disability, religion, sex, sexual orientation, and gender identity or expression. Organizations that follow this Notice (collectively “Johns Hopkins Medicine Entities”) include all Johns Hopkins health care providers providing health care to the public at their delivery sites and employees of Johns Hopkins Medicine, including those listed in this Notice.

Johns Hopkins Medicine Entities:

- provide 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, you or your representative may inform a member of your treatment team, such as a nurse, advance practice practitioner, or physician.

If you or your representative believe that the Johns Hopkins Entity from which you are receiving medical services has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you or your representative may contact the Patient Relations office to initiate a formal complaint or grievance.

If you need help with submitting your grievance, you may obtain assistance from the Patient Relations Office or other appropriate point of contact at your Johns Hopkins Medicine (JHM) Entity. See the [JHM Patient Rights and Responsibility website](#) for contact information to submit patient complaints and grievances.

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights 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>