



## NOTICE OF NON-DISCRIMINATION

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PTCOA complies with applicable federal and state civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

### INTERPRETER SERVICES PROVIDED:

PTCOA provides aids, supports, and services to patients with disabilities to communicate effectively with their PTCOA care team at no cost, such as:

- Qualified sign language interpreters.
- Written information in other formats (large print, audio, accessible electronic formats, other formats).

PTCOA provides language services to patients whose primary language is not English at no cost, such as:

- Qualified interpreters.
- Information written in other languages.

If you or your caregiver(s) need interpreter services to communicate effectively with your PTCOA care team, please contact the Director of Practice Management at 844-215-0731. Please let your PTCOA care team know what your preferred language is.

### COMPLAINT PROCESS:

If you believe that PTCOA has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you may file a grievance with:

Director of Practice Management  
108 N. Shackleford  
Little Rock, AR 72211  
Phone: 844-215-0731

You may file a grievance in person, by mail, or by fax. If you need help filing a grievance, the Director of Practice Management is available to help you. You may 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>