

# DISCRIMINATION IS AGAINST THE LAW

## Final Rule Under Section 1557 for Nondiscrimination and Accessibility Requirements

We comply with applicable Federal civil rights laws and the Minnesota Human Rights Act. We do not discriminate against, exclude, or treat people differently or deny any person the full and equal enjoyment of the goods, services, facilities, privileges, advantages, and accommodations of a place of public accommodation because of race, color, creed, religion, national origin, marital status, age, disability, sexual orientation or sex.

We provide free aids and services to help people communicate effectively with us, such as:

- Qualified sign language interpreters.
- Qualified spoken language interpreters, for people whose preferred language is not English.
- Written information in other languages and formats (such as large print, audio and accessible electronic formats).

If you need these services, call 612-273-3780 (TTY: 711).

If you believe that we have failed to provide these services or discriminated in another way on the basis of race, color, creed, religion, national origin, marital status, age, disability, sexual orientation or sex, you can file a grievance with your facility in person or by mail, fax or email. The contacts listed below will help you. For a copy of our grievance procedure, go to: <http://www.fvfiles.com/524620.pdf>.

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### Fairview Clinics

Attn: President,  
Fairview Medical Group  
451 Lexington Parkway North,  
Suite 300, St. Paul, MN 55104  
Phone: 651-643-0265 Fax: 651-643-0210

### Institute for Athletic Medicine

Institute for Athletic Medicine  
Administrative Offices  
2450 Riverside Ave.  
Minneapolis, MN 55454  
Phone: 612-672-7100 Fax: 763-528-2951  
Email: IAM@Fairview.org

### Maple Grove Clinics:

- Fairview Ambulatory Surgery Center
- University of Minnesota Health  
Maple Grove Clinics  
University of Minnesota Health,  
Patient Relations, 2450 Riverside  
Ave., Minneapolis, MN 55454  
Phone: 612-273-5050 Fax: 612-273-5035  
Email: dept-fumcu-patient-relations@fairview.org

### University of Minnesota Health Clinics and Surgery Center

University of Minnesota Physicians  
Patient Relations  
720 Washington Ave. SE., Ste. 200  
Minneapolis, MN 55414  
Phone: 612-884-0661 Fax: 612-884-0399  
Email: cscfeedback@mhealth.org

### Fairview Lakes Medical Center

Patient Relations, 5200 Fairview Blvd.  
Wyoming, MN 55092  
Phone: 651-982-7851 Fax: 651-982-7157

### Fairview Northland Medical Center

Patient Relations, 5200 Fairview Blvd.  
Wyoming, MN 55092  
Phone: 651-982-7851 Fax: 651-982-7157

### Fairview Range Medical Center

Patient Relations, 750 E. 34th St.  
Hibbing, MN 55746  
Phone: 218-362-6892 Fax: 218-362-6619

### Fairview Ridges Hospital

Patient Relations, 201 E. Nicollet Blvd.  
Burnsville, MN 55337  
Phone: 952-892-2262 Fax: 952-892-2107

### Fairview Southdale Hospital

Patient Relations, 6401 France Ave S.  
Edina, MN 55435  
Phone: 952-924-5908 Fax: 952-915-8619  
Email: dept-fsh-patient-relations@fairview.org

### Grand Itasca Clinic & Hospital

Attn: Patient Experience Coordinator  
1601 Golf Course Rd  
Grand Rapids, MN 55744  
Phone: 218-360-4212  
Fax: 218-999-1467

### University of Minnesota Medical Center and University of Minnesota Masonic Children's Hospital

University of Minnesota Health,  
Patient Relations, 2450 Riverside Ave.  
Minneapolis, MN 55454  
Phone: 612-273-5050 Fax: 612-273-5035  
Email: dept-fumcu-patient-relations@fairview.org

### Ebenezer

Attn: VP of Corporate Services  
2722 Park Ave. S.  
Minneapolis, MN 55407  
Phone: 612-874-3474 Fax: 612-874-3465

### Fairview Home Care and Hospice

Director of Compliance  
2450 26th Ave. S.  
Minneapolis, MN 55406  
Phone: 612-721-2491 Fax: 612-728-2401  
Email: dept-hhc-grievance@fairview.org

### Fairview Home Medical Equipment and Fairview Orthotics and Prosthetics

- Patient Relation, 2200 University Ave. W.  
Suites 110 and 114, St. Paul, MN 55114
- Home Medical Equipment:  
Phone 651-632-9800  
Email: fairviewhomeproducts@fairview.org
  - Orthotics and Prosthetics:  
Phone 651-644-5808

### Fairview Pharmacy Services

Fairview Pharmacy Services  
Corporate Offices, 711 Kasota Ave. S.E.,  
Minneapolis, MN 55414  
Phone: 612-672-7033 Fax: 612-672-5201  
Email: dept-pharm-compliance@fairview.org

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You can also file a non-discrimination complaint with the U.S. Department of Health and Human Services and/or Minnesota Department of Human Rights:

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>.
- By mail at: U.S. Department of Health and Human Services, 200 Independence Avenue SW, Room 509F, HHH Building, Washington, D.C. 20201.
- By phone: 1-800-368-1019, 800-537-7697 (TDD).
- Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>.

Minnesota Department of Human Rights:

- Electronically through the MDHR complaint inquiry form, available at <https://b5.caspio.com/dp.asp?AppKey=18a340001049f4ae67b24974b4ec>.
- By mail at: Minnesota Department of Human Rights, 625 Robert Street North, Saint Paul, MN 55155.
- By phone: 651.539.1100 (TTY 651.296.1283) or Toll Free at 800.657.3704.

# LANGUAGE SERVICES

612-273-3780 (TTY: 711) – Available 24 Hours



**ATTENTION:** Language assistance services, free of charge, are available to you. Call 612-273-3780.

## Somali

FIIRO GAAR AH: Hadii aad ku hadasho Soomaali, waaxda luqadaha, qaybta kaalmada adeegyada, waxay idiin hayaan adeeg kharash la'aan ah. So wac 612-273-3780.

## Spanish

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 612-273-3780.

## Vietnamese

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 612-273-3780.

## Arabic

ملحوظة: إذا كنت تتحدث اللغة العربية، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 612-273-3780.

## Russian

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 612-273-3780.

## Oromo

XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 612-273-3780.

## Hmong

LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 612-273-3780.

## 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。請致電 612-273-3780。

## Amharic

ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያገዝዎት ተዘጋጅተዋል። ወደ ሚከተለው ቁጥር ይደውሉ 612-273-3780.

## Cambodian

ប្រយ័ត្ន: បើសិនជាអ្នកនិយាយភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អ្លល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 612-273-3780។

## Lao

ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 612-273-3780.

## Korean

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 612-273-3780 번으로 전화해 주십시오.

## French

ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 612-273-3780.

## Farsi

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 612-273-3780 تماس بگیرید.

## Karen

ဟံသုဉ်ဟံသး- နမ့ကတိာ် ကညိ် ကျိာ်အသိံ, နမ့န့ ကျိာ်အတိာ်မၤစၢၤလၢ တလၢာ်ဘျုးလၢာ်စ့ၤ နိတမံၤဘျုးသ့န့ဉ်လီၤ. ကိး 612-273-3780.