

Non-Discrimination Notice

UMass Memorial Health – Marlborough Hospital complies with applicable Federal and State civil rights laws and does not discriminate on the basis of race, color, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity, age, or disability. Further, Marlborough Hospital does not exclude people or treat them differently because of race, color, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity, age, or disability.

UMass Memorial Health – Marlborough Hospital 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)

UMass Memorial Health - Marlborough Hospital also provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, contact:

Interpreter Services

Tel: 508-486-5830 (TTY 711)

If you believe that UMass Memorial Health – Marlborough Hospital has failed to provide these services or discriminated in another way on the basis of race, color, national origin, citizenship, alienage, religion, creed, sex, sexual orientation, gender identity, age, or disability, you can file a grievance with:

Marlborough Hospital

Patient and Family Relations Office

157 Union Street Marlborough, MA 01752

Tel: 508-486-5533

Email: mhpatientandfamilyrelations@umassmemorial.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance a Patient Care representative 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, DC 20201

Tel: 800-368-1019 or 800-537-7697 (TDD)

Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.

Interpreters are available if you need more information.