

## • **Discrimination is Against the Law**

**Pain Management of North Idaho and North Idaho Pain Center** complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. **PMNI & NIPC** does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

### **PMNI & NIPC:**

Provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters

Provides free language services to people whose primary language is not English, such as:

- Qualified interpreters

**If you need these services, contact Patient Care Coordinator at (208) 765-4807.**

If you believe that PMNI & NIPC have 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: Patient Care Coordinator, 1686 W. Riverstone Drive, Coeur d'Alene ID 83814.

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Patient Care Coordinator 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, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)