

# **GUNDERSEN**

## **PALMER LUTHERAN HOSPITAL AND CLINICS**

Gundersen Palmer Lutheran Hospital and Clinics complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR 92.101(a)(2)). Gundersen Palmer Lutheran Hospital and Clinics does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Gundersen Palmer Lutheran Hospital and Clinics:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - qualified sign language interpreters; and
  - written information in other formats.
- Provides free language services to people whose primary language is not English, such as:
  - qualified interpreters; and
  - written information in other languages.

If you need these services, contact the Admitting/Registration personnel, your nurse or provider that you are seeing today, or Patrice Kuennen, Administrator/ Section 1557 Coordinator, 563-422-3811.

If you believe that Gundersen Palmer Lutheran Hospital and Clinics has 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:

Patrice Kuennen, Administrator/Section 1557 Coordinator  
112 Jefferson Street  
West Union, IA 52175  
Phone: 563-422-3811  
Fax: 563-422-9754  
Email: [prkuenn1@gundersenhealth.org](mailto:prkuenn1@gundersenhealth.org)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Patrice Kuennen 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

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