

Surgery Center of the Lakelands complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Surgery Center of the Lakelands does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Surgery Center of the Lakelands provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters for the hearing impaired
- Free language services to people whose primary language is not English

If you need these services, contact: Melanie Leach, Nurse Manager at 864-725-7507 or Candice Smith, Business Manager at 864-725-7504.

If you believe that Surgery Center of the Lakelands 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:

Carol Hinrichs, Civil Rights Coordinator
Surgery Center of the Lakelands
101 Academy Avenue
Greenwood, SC 29646
864-725-7500

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Carol Hinrichs, Civil Rights Coordinator, is available to assist you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office of Civil Rights, electronically through the Office of Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or telephone 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 or 1-800-537-7697

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