



Discrimination is Against the Law!

Mary A. Rackham Institute complies with applicable federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.

The Mary A. Rackham Institute provides:

- Free aids and services to people with disabilities to help communicate effectively while receiving care, such as:
 - Qualified sign language interpreters; and
 - Written information in other formats (large print, audio, accessible electronic formats and other formats).
- Free language services to people whose primary language is not English, such as:
 - Qualified language interpreters; and
 - Information written in other languages.

If you need these services while at Mary A. Rackham Institute, call [734-615-7853](tel:734-615-7853).

If you believe that Mary A. Rackham Institute 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:

Patient Civil Rights Coordinator Michigan Medicine

2901 Hubbard Ann Arbor, Michigan 48109-2435

Phone: (734) 936-6439 | Fax: (734) 347-0696

Email: MichMed_patients_rights@med.umich.edu

You can file a grievance in person, by mail, fax, or email. If you need help filing a grievance, the Patient Civil Rights 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. This can be done electronically, through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue SW, Room 509F, HHH Building

Washington, DC 20201

800-368-1019 or TDD at 800-537-7607

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

Interpreter Services are Available

If you speak a language other than English, language assistance services are available to you for free. Call our Interpreter Services office at (734) 936-7021 and identify your language. If you would like information regarding your rights and responsibilities as a client, please ask a MARI representative.

