

**LOWCOUNTRY ORTHOPAEDICS & SPORTS MEDICINE A MEMBER OF ARCIS  
HEALTHCARE, LLC**

**STATEMENT OF NON-DISCRIMINATION**

**DISCRIMINATION IS AGAINST THE LAW**

Lowcountry Orthopaedics & Sports Medicine a member of Arcis Healthcare, LLC complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Lowcountry Orthopaedics & Sports Medicine does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Lowcountry Orthopaedics & Sports Medicine provides free aids and services to people with disabilities to communicate effectively with us, such as: qualified sign language interpreters and some written information in other formats upon request (large print, accessible electronic formats, other formats). We provide free language services to people whose primary language is not English, such as: qualified interpreters.

If you need these services, you may contact Erin McCauley. If you believe that Lowcountry Orthopaedics & Sports Medicine 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: Bachi Evangelist at 2880 Tricom Street, SC 29406; (843)797-5050 ; Bachi.Evangelist@lowcountryortho.com. You can file a grievance in person or by mail or phone. If you need help filing a grievance, Bachi Evangelist is available to assist 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, 1-800-537-7697 (TDD). Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

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Lowcountry Orthopaedics & Sports Medicine a member of Arcis Healthcare, LLC cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad o sexo.

Lowcountry Orthopaedics & Sports Medicine a member of Arcis Healthcare, LLC 遵守適用的聯邦民權法律規定，不因種族、膚色、民族血統、年齡、殘障或性別而歧視任何人。

## INFORMING INDIVIDUALS WITH LIMITED ENGLISH PROFICIENCY OF LANGUAGE ASSISTANCE SERVICES

Specific translations for Notice of Nondiscrimination, Statement of Nondiscrimination, and Taglines are available at: <http://www.hhs.gov/civil-rights/for-individuals/section-1557/translated-resources/>

**English:** ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 843-797-5050.

**Spanish:** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 843-797-5050.

**Chinese:** 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電843-797-5050。

**Vietnamese:** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 843-797-5050.

**Korean:** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 843-797-5050. 번으로 전화해 주십시오.

**French:** ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 843-797-5050.

**Tagalog:** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 843-797-5050.

**Russian:** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 843-797-5050.

**German:** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 843-797-5050.

**Gujarati:** સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 843-797-5050.

**Arabic:** ملاحظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية متوافر لك بالامجان. اتصل 797-5050.

**Portuguese:** ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 843-797-5050.

**Japanese:** 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。843-797-5050. まで、お電話にてご連絡ください。

**Ukrainian:** УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 843-797-5050.

**Hindi:** ध्यान दें: यह द आप हदी बोलते ह तो आपके िलए मुफ्त म भाषा सहायता सेवाएं उपलब्ध ह। 843-797-5050.

**Cambodian:** Lowcountry Orthopaedics & Sports Medicine  
អនុវត្តច្បាប់សិទ្ធិពលរដ្ឋនៃសហព័ន្ធដលសមរម្យនិងមិនឆន្ទៈ េអើសេលើមូលន  
នៃសព្វសន្ត ពណ៌សម ្យា ស គឺេងើម យុ ពិរា ប្រេកទ។

## **Section 1557 of the Affordable Care Act Grievance Policy & Procedure**

It is the policy of The Lowcountry Orthopaedics & Sports Medicine a member of Arcis Healthcare, LLC not to discriminate on the basis of race, color, national origin, sex, age or disability. Lowcountry Orthopaedics & Sports Medicine a member of Arcis Healthcare, LLC has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. § 18116) and its implementing regulations at 45 C.F.R. pt. 92, issued by the U.S. Department of Health and Human Services. Section 1557 prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs and activities. Section 1557 and its implementing regulations may be examined in the office of:

Bachi Evangelist, CHSP, Administrator of Section 1557 Coordinator  
2880 Tricom Street  
N. Charleston, SC 29406  
Phone: (843)797-5050  
Fax: (843) 569-5488

Bachi Evangelist has been designated to coordinate the efforts of Lowcountry Orthopaedics & Sports Medicine a member of Arcis Healthcare, LLC to comply with Section 1557.

Any person who believes someone has been subjected to discrimination on the basis of race, color, national origin, sex, age or disability may file a grievance under this procedure. It is against the law for Lowcountry Orthopaedics & Sports Medicine a member of Arcis Healthcare, LLC to retaliate against anyone who opposes discrimination, files a grievance, or participates in the investigation of a grievance.

### **Procedure:**

- Grievances must be submitted to the Section 1557 Coordinator within (60 days) of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.
- The Section 1557 Coordinator (or her/his designee) shall conduct an investigation of the complaint. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Section 1557 Coordinator will maintain the files and records of Lowcountry Orthopaedics & Sports

Medicine a member of Arcis Healthcare, LLC relating to such grievances. To the extent possible, and in accordance with applicable law, the Section 1557 Coordinator will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know.

- The Section 1557 Coordinator will issue a written decision on the grievance, based on a preponderance of the evidence, no later than 30 days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.
- The person filing the grievance may appeal the decision of the Section 1557 Coordinator by writing to the Chief Executive Officer within 15 days of receiving the Section 1557 Coordinator's decision. The Chief Executive Officer shall issue a written decision in response to the appeal no later than 30 days after its filing.

The availability and use of this grievance procedure does not prevent a person from pursuing other legal or administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, sex, age or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights. A person can file a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is 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

Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>. Such complaints must be filed within 180 days of the date of the alleged discrimination. Lowcountry Orthopaedics & Sports Medicine a member of Arcis Healthcare, LLC will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided auxiliary aids and services or language assistance services, respectively, if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing qualified interpreters, providing taped cassettes of material for individuals with low vision, or assuring a barrier-free location for the proceedings. The Section 1557 Coordinator will be responsible for such arrangements.

Dated: October 19, 2016