

Discrimination is Against the Law



Cambridge Health Alliance (CHA) complies with applicable civil rights laws and does not discriminate against, exclude people or treat them less favorably on the basis of race, color, national origin, age, disability, or sex (including sex characteristics, including pregnancy or related conditions; sexual orientation; gender identity, or sex stereotypes).

CHA provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats).

CHA provides free language assistance services to people whose primary language is not English such as:

- Qualified interpreters
- Information written in other languages.

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact your CHA Care Center directly to communicate your needs and preferences.

To File a Complaint or Grievance

If you wish to file a disability-related complaint or grievance with CHA, you can file a confidential report as follows:

- Call (617) 665-1398 (voice) or fax (617) 591-4490
- Use our secure web form at www.challiance.org/contact
- Write to us at:

Cambridge Health Alliance

1493 Cambridge Street, Cambridge, MA 01239
Attn: Patient Relations

CHA will follow our internal process for managing complaints and grievances and contact you to collect more information about your concerns. CHA will investigate your concern and respond to you in writing once we have completed our review.

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 (TTY)

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

Additional Information

CHA will not retaliate against any individual who has filed a complaint or grievance alleging a violation of Section 1557, the ADA or Section 504.

For more information about CHA's compliance with Section 1557, the ADA or Section 504, contact CHA's Accessibility Coordinator by emailing AccessibilityCoordinator@challiance.org or calling (617) 665-1001.

This notice is available at www.challiance.org. A copy of this notice is available on request.



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