

Notice of Non-Discrimination

Discrimination is Against the Law

MaineGeneral Virtual Health complies with applicable federal civil rights laws and does not exclude people or treat them differently because of race, color, national origin, age, disability, sexual orientation, health status or gender identity. MaineGeneral Virtual Health values the diversity and inclusion of our patients, medical staff and others.

MaineGeneral Virtual Health:

- Provides free aids and services to help people with disabilities to communicate effectively with us, such as:
 - › Qualified sign language interpreters
 - › Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - › Qualified interpreters
 - › Information written in other languages

If you need these services, call the MaineGeneral eCare Call Center at [1-888-921-0349](tel:1-888-921-0349). The TTY number for the call center is [1-800-770-5531](tel:1-800-770-5531).

How to File a Grievance with MaineGeneral Virtual Health

If you believe MaineGeneral Virtual Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sexual orientation or gender identity, you can file a grievance with MaineGeneral Virtual Health by one of the following methods:

- **US Mail:** You can file a written grievance by mailing a letter to the following address:
MaineGeneral Health Ethics and Compliance Department
6 East Chestnut Street
Augusta, ME 04330
- **Phone:** You can file a grievance by phone by calling the MaineGeneral Health Compliance Helpline at [\(207\) 621-9350](tel:207-621-9350). If outside of regular business hours, please leave a voicemail message and you will receive a return call. TTY: 711 (Maine Relay Service)
- **Email:** You can file a written grievance by sending an email to complianceawareness@mainegeneral.org.

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, DC 20201
[1-800-868-1019](tel:1-800-868-1019); 800-537-7697 (TDD)