

Discrimination is Against the Law

Pennsylvania Muscle Bone and Joint (PAMBJ) and Dr. Daniel D'Arco complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex or disability. PAMBJ and Dr. D'Arco does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Pennsylvania Muscle Bone and Joint and Dr. Daniel D'Arco:

- Provides free aids and services to 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.

If you need these services, contact the Office Manager at the office of Pennsylvania Muscle Bone and Joint and Dr. Daniel D'Arco.

If you believe that PAMBJ and Dr. D'Arco 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 without fear of retaliation **within 60 days of the occurrence** in person or by mail, telephone, or fax, with the office of Pennsylvania Muscle Bone and Joint and Dr. Daniel D'Arco at 111 S. Centre St. Pottsville, PA 17901 or by calling (570) 628-6858. If you need help filing a grievance, it is available to help you.

In your grievance please include: your name, complete address, telephone number, email address (if available), name of Staff person that the patient believes discriminated against them, date of occurrence, brief description of what happened and how the patient believes that their civil rights were violated, additional relevant information, signature of the person filing the complaint.

The office of Pennsylvania Muscle Bone and Joint and Dr. Daniel D'Arco will investigate the matter and issue a response within 30 days of receipt.

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