



# SouthSound RADIOLOGY

## Notice of Nondiscrimination

- South Sound Radiology (SSR), our affiliates and health care professionals, are committed to providing compassionate, high-quality care to our patients without regard to their race, color, religion, sex, age, national origin, citizenship, veteran, military, family or marital status, English proficiency or primary language, the presence of any sensory, mental, or physical disability, genetic information, sexual orientation, gender expression/identity, and all other bases protected by law.
- In collaboration with our care partner facilities, we provide reasonable modifications and appropriate auxiliary aids and services for individuals with disabilities. This includes qualified interpretation services or alternate formats (e.g., large print, text to talk) when appropriate to ensure accessibility and an equal opportunity to participate. If you believe you qualify for additional support, please let one of our Patient Service Representatives know.
- SSR maintains a grievance procedure to promptly and fairly resolve complaints alleging violations of applicable federal or state laws that prohibit discrimination. If you believe SSR is not living up to the standards set forth in this notice, we encourage you to initiate SSR's grievance procedure by contacting the appropriate SSR representative as follows:
  - **Office of Risk Management:** Danielle Ashour, 425-563-1521, or by email at [patientcommunications@radiax.com](mailto:patientcommunications@radiax.com)

Be prepared to share the patient's name, date of service, date of complaint, requested action, name of person to contact (if different from patient) and relationship to patient, telephone number and address. If the contact person is neither the patient nor the patient's personal representative, a release of information will be required to discuss the matter with the contact.

- If you have questions about your rights, need further guidance on how to obtain an accommodation, or are not satisfied with the follow-up you receive to a grievance or complaint, please contact SSR's Civil Rights Coordinator at 425-563-1521 or by email at [civilrights@radiax.com](mailto:civilrights@radiax.com).
- If you are not satisfied with the results of SSR's grievance procedure or your conversations with our Civil Rights Coordinator, you can file a complaint of discrimination with the Office for Civil Rights (OCR) of the U.S. Department of Health and Human Services using any of the means set forth below:
  - **OCR Complaint Portal:** <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
  - **Mail:** 200 Independence Ave SW, Room 509F, HHH Building, Washington, DC 20201
  - **Phone:** 800-368-1019

You can access the information contained in this notice at [radiax.com/civilrights](http://radiax.com/civilrights).