



Franklin Medical Center
and
Franklin Medical Center Rural Health Clinics
Non-Discrimination Policy

Franklin Medical Center and Franklin Medical Center Rural Health Clinics (RHC) complies with applicable Federal civil rights laws and does not discriminate based upon the individual's race, color, sex, national origin, disability, religion, age, sexual orientation, or gender identity. Franklin Medical Center and Franklin Medical Center Rural Health Clinics does not discriminate in the provision of services to an individual (i) because the individual is unable to pay; (ii) because payment for those services would be made under Medicare, Medicaid, or the Children's Health Insurance Program (CHIP); or (iii) based upon the individual's race, color, sex, national origin, disability, religion, age, sexual orientation, gender identity or inability to pay.

If you believe that Franklin Medical Center or Franklin Medical Center Rural Health Clinics has failed to provide these services or discriminated in another way on the basis of race, color, sex, national origin, disability, religion, age, sexual orientation, or gender identity, you can file a grievance with:

To file a grievance while in the hospital or one of our Rural Health Clinics, contact:

- Clinical Director of RHC
- Compliance Officer
- The Director of Nurses or the Assistant Director of Nurses
- The Hospital Administrator

You may also file a grievance directly with the Louisiana Department of Health and Hospitals regardless of whether you have first used Franklin Medical Center's grievance policy. Their Address and phone number is:

Louisiana Department of Health and Hospitals
P.O. Box 3767
Baton Rouge, La 70821
Phone: 225-342-0138

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
Phone: 1-800-368-1019, 800-537-7697 (TDD)