

Nondiscrimination Notice (as per section 1557 of the Affordable Care Act)

The University of Central Florida Health Center (UCF Health Student Health Services) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. UCF Health Student Health Services does not exclude patients or treat them differently because of race, color, national origin, age, disability, or sex.

UCF Student Health Services:

- Provides free aids and services to patients with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information
- Provides free language services to patients whose primary language is not English, such as:
 - Bilingual staff as interpreters
 - Telephone medical interpretation service

If you need these services, please let the appointment clerk or the nurse know so that they can be provided.

If you believe that UCF Student Health Services has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you may file a complaint with:

- Teresa Ayers - Patient Advocate:
 - Phone number: 407-823-2094 (Please leave a message with your name, contact information and a brief description of the concern)
 - Email: SHSPatientAdvocate@ucf.edu
- You can also complete a comment card at any of our comment boxes (Please complete contact information)

You may also file a civil rights complaint with:

- U.S Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at: <https://www.hhs.gov/civil-rights/filing-a-complaint/index.html>

If you have any questions or need help filing a civil rights, conscience or religious freedom, or health information privacy complaint, you may email OCR at OCRMail@hhs.gov or call the U.S. Department of Health and Human Services, Office for Civil Rights toll-free at: 1-800-368-1019, TDD: 1-800-537-7697.