



Non-Discrimination and Accessibility

Northern Urgent Care complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Northern Urgent Care does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Northern Urgent Care:

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
- Information written in other languages

If you need these services, contact Manager of Compliance and Risk/ Civil Rights Coordinator.

If you believe that Northern Urgent Care 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 with:

Manager of Compliance and Risk/ Civil Rights Coordinator
830 Rockford Street, Mount Airy, North Carolina 27030
O 336-719-7400, Fax 336-786- 3775, jpuckett@nhsc.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Jill Puckett, Manager of Compliance and Risk/Civil Rights Coordinator is available to help you.

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>.

For Billing Questions contact:

If you would like to dispute the charges on your bill or have general questions about your bill, please contact our Customer Service office at:

Urgent Care bills: 336-719-7458 or Toll Free 1-888-626-0113