

NONDISCRIMINATION POLICY AND PROCEDURE

In accordance with Title III of the Americans with Disabilities Act, Section 1557 of the Affordable Care Act and all applicable Federal and other civil rights laws, Charlotte Radiology does not discriminate based on disability in the provision of its medical services. Charlotte Radiology complies with all applicable Federal civil rights laws and does not discriminate based on race, color, national origin, age, disability or sex. Charlotte Radiology will make reasonable modifications to its policies, procedures and practices when necessary to provide medical services to individuals with disabilities, unless such modifications would fundamentally alter the nature of its medical services. Charlotte Radiology will also remove architectural barriers to access when it is reasonably achievable to do so.

Scheduling

When scheduling an appointment, Charlotte Radiology staff will ask the patient if he or she will need any reasonable modifications at their examination because of a disability. Charlotte Radiology shall be prepared to provide the necessary assistance at the patient's appointment.

Effective Communication

Charlotte Radiology provides free auxiliary aids and services to patients with limited English proficiency and with other communication disabilities. Charlotte Radiology provides qualified interpreters and translation services.

Patient Lifts and Transfers

When a patient with a mobility impairment or other disability needs assistance to transfer to imaging equipment or examination tables, Charlotte Radiology staff will safely assist the patient to transfer. Charlotte Radiology will first ask the patient exactly what type of assistance he or she needs, and how he or she prefers to be assisted in order to provide a safe and effective transfer.

Training

Charlotte Radiology staff will be trained nondiscrimination and proper transfer techniques, using its adjustable equipment, or lifts when appropriate, to assist an individual with mobility impairment or disability to transfer to imaging equipment or examination tables.

Complaints

If you believe Charlotte Radiology has failed to provide full and equal access to these services or discriminated in another way based on race, color, national origin, age, disability or sex you can file a complaint with the Compliance Officer. Complaints can be submitted by email, phone, fax, or online.

Compliance Department

Email: compliance@usradiology.com

Phone: 844-754-1507

Fax: 704-941-3464

Online: www.usrs-feedback.com

Patients also have a right to file a civil rights complaint with either of the following government agencies:

US Department of Justice

950 Pennsylvania Avenue, NW

Civil Rights Division

Disability Rights Section – 1425 NYAV

Washington, D.C. 20530

Website: <https://www.ada.gov/complaint/>

US Department of Health and Human Services

Office for Civil Rights

61 Forsyth Street, SW. - Suite 3B70

Atlanta, GA 30303-8909

Website: <https://ocrportal.hhs.gov/ocr>