Auxilio Mutuo
El Gran Hospital de Puerto Rico

Notice of Nondiscrimination

Commitment to Equal Access to Healthcare Services

Effective date: October 2026

1. Nondiscrimination commitment

Hospital Español Auxilio Mutuo de Puerto Rico (the "Hospital") complies with applicable federal and state civil rights laws. The Hospital does not exclude, deny benefits to, or treat any person less favorably on the basis of race, color, national origin including primary language and limited English proficiency age, disability, sex, or any other classification protected by applicable law.

2. Available assistance

- Free, reasonable auxiliary aids and services for people with disabilities, including qualified interpreters and information in accessible formats.
- Free language-assistance services for people whose primary language is not Spanish or English, including oral interpretation and written information when appropriate.

3. How to request assistance

To request language assistance, a reasonable modification, or information in an accessible format, **call 787-758-2000, extension 4210**, or inform a member of your care team.

4. Grievance procedure

If you believe the Hospital failed to provide these services or otherwise discriminated against you, you may file a grievance with the Hospital's Section 1557 Coordinator. Grievances may be submitted in writing, by telephone, or through an accessible mechanism approved by the Hospital.

Hospital Español Auxilio Mutuo de Puerto Rico
Atención: Oficina Legal HEAM
Avenida Ponce De León
PO Box 19227 San Juan, PR 00919
Teléfono: 787-758-2000

Office for Civil Rights,
200 Independence Avenue,
SW, Room 509F,
HHH Building, Washington, DC 20201,
United States

5. Right to file an external complaint

You may also file a civil rights complaint with the U.S. Department of Health and Human Services (HHS) Office for Civil Rights through its official channels. The Hospital will not retaliate against anyone for requesting assistance or filing a complaint.

6. Notices in other languages

Notices regarding the availability of language assistance will be published in the languages and formats required by the Hospital's assessment and applicable law.