

WEB TERMS AND CONDITIONS OF USE POLICIES

Policy Name	Notice of Non Discrimination	Effective Date: October 2026
Policy Number	ADM_PTCU_WEB	Next Review: 2028
Prepared / Reviewed by: PCC-SEAM	HEAM Institutional Approval  Jorge L. Matta Serrano, MHSA Executive Director	*Revision Date: October 2026

Commitment

The Hospital complies with applicable federal and state civil rights laws. It does not exclude, deny benefits to, or treat any person less favorably because of race, color, national origin—including primary language and limited English proficiency—age, disability, sex, or any other classification protected by applicable law.

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.

How to request assistance

To request language assistance, a reasonable modification, or an accessible format, contact Tel: 787-758-2000 (ext) 4210 or inform a member of your care team.

Grievance procedure

If you believe the Hospital failed to provide these services or otherwise discriminated, you may file a grievance with the Section 1557 Coordinator: 787-758-2000 (ext) 3059;3110)The grievance must be capable of being filed in writing, by telephone, or through an accessible mechanism approved by the Hospital.

Hospital Auxilio Mutuo

P.O. 191227; San Juan Puerto Rico 00919-1227

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Right to file an external complaint

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

Notices in other languages

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