

New England Orthopedic Surgeons' Non-Discrimination Policy

New England Orthopedic Surgeons complies with all state and federal laws pertaining to discrimination. It does not discriminate on the basis of an individual's race, color, national origin, age, sexual orientation, sex, gender identity, pregnancy and pregnancy-related condition, religion, genetic information, military status, disability (including the use of legally-obtained medication for opioid abuse disorder, including buprenorphine, methadone, or naltrexone), or membership in any other classification recognized by applicable laws.

Additionally, New England Orthopedic Surgeons provides free aids and services to assist individuals in communicating effectively with our team, including sign language interpreters for patients with hearing impairments and language services for those whose primary language is not English. If you need an accommodation related to your care at the practice, please make a staff member aware.

If you have a question, concern or complaint about this policy, please contact the Director of Operations at 300 Birnie Ave Suite 201, Springfield, MA 01107, 413-785-4666. You may also file a complaint with the U. S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Right Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: US Department of Health and Human Services, 200 Independence Ave, SW, Room 509F, HHH building, Washington, DC 20201, 1-800-368-1019, 800-537-7697 (TDD). Complaint forms are available at <https://www.hhs.gov/ocr/office/file/index.html>.

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