



This healthcare facility is required by law to make its services available to all people in the community.

OMH complies with Federal Civil Rights laws and does not discriminate, exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

This facility is obligated to provide examination and treatment for emergency medical conditions and women in labor, regardless of ability to pay.

In addition, OMH can offer services to people with disabilities as well as provide qualified interpreter services to those whose primary language is not English. This service is free of charge and provided in a timely manner. If you need these services, please notify an OMH employee for assistance.

If you believe that OMH has failed to provide these services or has discriminated against you on the basis of race, color, national origin, age, disability or sex, you can file a grievance with:

OMH Risk Manager

- Mail: 825 N. Center Ave, Gaylord MI 49735
- Phone: (989) 731-7703 Fax: (989) 731-6728
- Email: kmartin@myomh.org

Office of Civil Rights at the U.S. Department of Health and Human Services

- Mail: 200 Independence Ave, SW
Room 509F, HHH Building
Washington DC 20201
- Phone: 1-800-368-1019 or (TDD)1-800-537-7697
- <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

If you have concerns regarding quality of care or patient safety you may contact:

OMH Risk Manager

See contact information above

State of Michigan Department of Licensing and Regulatory Affairs

- Mail: Department of Licensing and Regulatory Affairs
Bureau of Community Health Systems
PO Box 30664 Lansing, MI 48909
- Phone: (800)882-6006
- www.michigan.gov/lara

The Joint Commission

- Mail: The Joint Commission
One Renaissance Blvd.
Oakbrook Terrace, IL 60181
- Phone: (630)792-5000
- www.jointcommission.org