

**NON-DISCRIMINATION POLICY**  
**Discrimination is Against the Law!**  
**Upstate Medical University**  
**University Gastroenterology and University Gastroenterology**  
**at the Philip G. Holtzapple Endoscopy Center**

University Gastroenterology and University Gastroenterology at the Philip G. Holtzapple Endoscopy Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. University Gastroenterology and University Gastroenterology at the Philip G. Holtzapple Endoscopy Center do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

University Gastroenterology and University Gastroenterology at the Philip G. Holtzapple Endoscopy Center provide free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)

University Gastroenterology and University Gastroenterology at the Philip G. Holtzapple Endoscopy Center provide free language services to people whose primary language is not English, such as, qualified interpreters and/or information written in other languages.

If you need these services, contact University Gastroenterology and University Gastroenterology at the Philip G. Holtzapple Endoscopy Center's Compliance Officer.

If you believe that University Gastroenterology or University Gastroenterology at the Philip G. Holtzapple Endoscopy Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

University Gastroenterology or University Gastroenterology at the Philip G. Holtzapple Endoscopy Center  
Compliance Officer or Practice Manager or Administrative Director  
Mailing Address: 1000 E. Genesee Street, Ste 206, Syracuse, NY 13210  
Telephone number: 315-464-1600 or 315-464-1616  
Fax: 315-464-1601 or 315-464-1617

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, University Gastroenterology and University Gastroenterology at the Philip G. Holtzapple Endoscopy Center's Compliance Officer is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at: U.S. Department of Health and Human Services 200 Independence Avenue, SW Room 509F, HHH Building Washington, D.C. 20201 1-800-368-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

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