

## How to Request a Reasonable Accommodation for a Disability

*This document must be provided to any patient or visitor who asks for information about how to request a reasonable accommodation for a disability under the Americans with Disabilities Act (ADA) or the Arizonans with Disabilities Act (AzDA).*

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It is the policy of HonorHealth to comply with all federal, state, and local laws concerning the treatment and care of individuals with disabilities. HonorHealth does not exclude, deny benefits to, or otherwise discriminate against any person because of a disability. This document provides individuals with an explanation of their rights under federal and state laws related to individuals with disabilities. HonorHealth will make modifications or adjustments to its policies, practices, and procedures that does not cause an undue hardship and permits an individual with a disability to participate in the services HonorHealth offers.

If you have a disability and would like HonorHealth to make a reasonable accommodation to support your disability, you may communicate your request as follows:

- First, inform your nurse, therapist, or physician of your disability. Ask them for the accommodation you need to benefit from the services HonorHealth provides.
- If you feel like your needs are not being met, you may contact the Patient Relations Representative at the facility in which you are being treated. If you are being treated at an HonorHealth physician office, you may speak with the Practice Manager.
- If you feel your needs are not being met, you may contact HonorHealth's Section 504 Coordinator, the Vice President, Chief Audit & Compliance Officer, at 480-587-5363.
- You may also file a complaint with the Arizona Attorney General Office online, by phone, or by mail as shown below:
  - Online: <https://www.azag.gov/complaints/civil-rights>
  - By phone: 602-542-5263
  - By mail: Arizona Attorney General's Office – Civil Rights Division, Phoenix Office, 2005 N Central Avenue, Phoenix, AZ 85004-2926
  - Complaints must be filed within 180 days of the date of the alleged discrimination

HonorHealth may not retaliate, coerce, intimidate, make threats against, or interfere with any individual because they exercise their rights reasonably believed to be protected under the ADA or the AzDA including filing a complaint, giving testimony or assistance, or participating in any manner in any investigation or proceeding under the ADA or AzDA. Unlawful discrimination and retaliation violate state and federal civil rights laws.