

Matter Health Health-Patient Accessibility

Your Health Matters to Us!

Our Goal: To make our healthcare services available to each patient who seeks to use them.

Our Commitment: To provide auxiliary aids and accessibility services to patients at no cost.

Our Promise: To neither discriminate nor retaliate against any patient based on race, color, national origin, sex, age, or disability.

Auxiliary Aids and Services

Limited English Proficiency Patients

If your primary or preferred language is not English, Matter Health gladly provides language interpretation services in more than 220 languages.

To access these services, either speak in your preferred language during check in or, if easier, use the **Point to your language** sign posted prominently in the lobby of the Matter Health center.



Blind and Low Vision Patients



If you are blind or have low vision, please let us know if we might not otherwise be aware of this.

Where needed, we are glad to provide guided assistance and to work with you to ensure full and complete communication occurs.

Deaf and Hard of Hearing Patients

If you are deaf or hard of hearing, please let us know about your preferred means of communication, including handwritten notes, TTY services, and, in some circumstances, texting.

Also, if you prefer sign language interpretation, Matter Health gladly provides video-based sign language interpretation upon request. Just let us know.



Limited Mobility Patients

If you have limited mobility, please know that all Matter Health facilities comply with the Americans with Disabilities Act.

Also, challenges may still arise, our staff members are trained to be sensitive to such situations and empowered to assist upon request.



Service Animals



Matter Health welcomes patients using service animals in all areas of the facility where the patient may need to go.

You may, upon entering Matter Health, be asked whether the animal accompanying you is a service animal. If so, simply indicate that this is the case.

If You Have a Healthcare Accessibility Question, Concern, or Suggestion

To raise a question or concern regarding patient accessibility, please contact your Matter Health center. We also invite you to contact us directly at: support@matterhealthcare.com

You may initiate a formal accessibility or discrimination grievance by contacting either:

- (1) Matter Health of Tennessee, PLCC
Privacy Officer
1131 4th Ave S, Suite 210
Nashville, TN 37210
(833) 372-1045
Privacy@MatterHealthCare.com

OR

- (2) The Office of Civil Rights, U.S Dept. Health & Human Services:
 - a. 1-800-368-1019;
 - b. https://ocrportal.hhs.gov/ocr/cp/wizard_cp.jsf;
 - c. OCRComplaint@hhs.gov.