



VALLEY VIEW

**PLEASE READ THIS IMPORTANT POLICY**  
**NON-DISCRIMINATION AND EQUAL ACCESS GRIEVANCE PROCESS**

Valley View Hospital Association ("Valley View") values inclusion and diversity and prohibits unlawful discrimination on the basis of race, color, national origin, age, disability, or sex [or any other legally protected category].

- If you believe you have been discriminated against or there is a barrier to equal access to our services, please use our grievance process as described below.
- We strongly encourage you to use this grievance process, so we can promptly and equitably address any violations in with accordance with the law and our inclusion and diversity values.
- Retaliation for participating in the grievance process is prohibited. Please immediately report any suspected retaliation to the Executive Director of Compliance & Risk Management.

**Non-Discrimination and Equal Access Grievance Process**

When can a concern be submitted?

24 hours a day, 7 days a week, 365 days a year

How Do I submit a concern?

**Use the Patient Grievance Hotline**

Call to leave a Voicemail: (1-970-384-8156)

Email us: ([grievances@VVH.org](mailto:grievances@VVH.org)),

Mail a Letter

Valley View

Attn: Exe. Director of Compliance & Risk Management

1906 Blake Ave

Glenwood Springs, CO 81601

What information do I provide about my concern?

Name, contact number, address, preferred means of communication (phone, email, letter) and a detailed description of the issue or problem. The date the problem occurred, names of staff involved, location or department involved and what you expect to be the outcome.

What to Expect from Valley View

Once you have submitted a concern to us you will receive a telephone call, an email and/or a written confirmation letter (certified mail) within 3 working days confirming your grievance was received and providing contact information on the person that will be investigating your concerns.

Once all necessary information is received, it may take up to 15 working days to provide a resolution to your concern. If resolution of your complaint will take longer than 15 working days, you will be notified by phone or in writing that more time is needed to complete the investigation.



### What if I need an Interpreter?

We will provide an interpreter free of cost so that you can communicate with us about your care and concerns. If we do not immediately recognize the need for an interpreter, please stop us and ask for an interpreter. We will provide information to you in a manner and form that is easy to understand. This will include providing an interpreter to you and your family so that communication takes place in your language of comfort.

Valley View will also use alternative communication techniques or aides if you experience hearing or visually impairment. Valley View will take steps, as needed, to effectively communicate with you. If you feel we are not communicating with you in a way you can understand, please stop us and we can work together to make sure we communicate with you in a way you do understand.

### What if I am not satisfied with Valley Views Resolution?

If you are not satisfied with Valley View's resolution of your concern, you may send a letter to Valley View's Executive Director of Compliance & Risk Management and request an Administrative Review. **We must receive your request for an Administrative review, along with any additional information (not included in the initial review) within 30 days of receiving your resolution letter. If we do not receive your request within the 30 days, your concern will be considered resolved.**

### NOTICE

The availability and use of this grievance procedure is not intended to deter or discourage anyone from reporting to, or seeking remedies from, third parties such as filing a complaint of discrimination on the basis of race, color, national origin, sex, age or disability in court or with the U.S. Department of Health and Human Services, Office for Civil Rights.

A person can file such a complaint of discrimination electronically through the Office for Civil Rights Complaint Portal, which is 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
- Complaint forms are available at: <http://www.hhs.gov/ocr/office/file/index.html>. Complaints must be filed within 180 days of the date of the alleged discrimination.

### What Laws Govern this Process?

The non- discrimination provision of the Affordable Care Act (Title I's Section 1557) and the implementing regulations. 42 U.S.C. § 18116 and 45 C.F.R. pt. 92, Section 504 of the Rehabilitation Act of 1973, 29

U.S.C. § 794 and Title II of the Americans with Disabilities Act, 42 U.S.C. § 12131.