

## **Pacific Neuropsychiatric Specialists (PNS) Notice of Nondiscrimination**

Pacific Neuropsychiatric Specialists ("PNS") complies with applicable federal and state civil rights laws and does not discriminate, exclude, deny benefits to, or otherwise treat individuals differently on the basis of:

- Race
- Color
- National origin
- Ancestry
- Ethnicity
- Citizenship status
- Religion or creed
- Sex
- Pregnancy, childbirth, breastfeeding, or related medical conditions
- Gender
- Gender identity
- Gender expression
- Sexual orientation
- Marital status
- Age
- Disability (physical or mental)
- Medical condition
- Genetic information
- Military or veteran status
- Any other characteristic protected by applicable federal, state, or local law

PNS is committed to providing equitable access to healthcare services and ensuring that all patients are treated with dignity, respect, and compassion.

### **Language Assistance and Accessibility Services**

PNS will work with patients, their health plans, and other appropriate entities to facilitate timely access to language assistance services, auxiliary aids and services, reasonable modifications, and alternative formats, as required by applicable law and health plan requirements. PNS will give primary consideration to the individual's preferred communication method, auxiliary aid, service, or alternative format, consistent with applicable law. When language assistance services or auxiliary aids are needed, PNS will make reasonable efforts to coordinate with the patient's health plan or other responsible entity to arrange appropriate services.

Patients who require language assistance, auxiliary aids and services, alternative formats, or disability-related accommodations are encouraged to notify PNS as soon as possible so that appropriate arrangements can be coordinated. However, advance notice is not required, and PNS will make reasonable efforts to identify and address communication and accessibility needs whenever they become known.

**Filing a Complaint**

If you believe that PNS has failed to provide these services or has discriminated against you on the basis of a protected characteristic, you may file a complaint through the following methods:

**Navex EthicsPoint:**

URL: [PNS.ethicspoint.com](https://pns.ethicspoint.com)

Phone: (833) 498-6793

**Director of Quality & Medical Compliance**

Pacific Neuropsychiatric Specialists

Email: [qualitycompliance@pnsoc.com](mailto:qualitycompliance@pnsoc.com)

You may also file a civil rights complaint with the:

**U.S. Department of Health and Human Services Office for Civil Rights**

[OCR Complaint Portal](#)

[Office for Civil Rights Information Page](#)

Phone: 1-800-368-1019

TDD: 1-800-537-7697

Complaints may be filed without fear of retaliation. PNS prohibits retaliation against any person who files a complaint, participates in an investigation, or exercises rights protected under applicable civil rights laws.

**Pacific Neuropsychiatric Specialists is committed to fostering an inclusive, respectful, and welcoming environment for all patients, families, visitors, and staff members.**