



1411 East 31st Street  
Oakland, CA 94602

## Non-Discrimination Notice

Alameda Health System (AHS) complies with applicable Federal and State civil rights laws and does not discriminate, exclude people, or treat anyone differently because of age, race, ethnic group identification, color, national origin, cultural background, ancestry, religion, sex, gender, gender identity, gender expression, sexual orientation, marital status, physical or mental disability, medical condition, source of payment, genetic information, citizenship, primary language, or immigration status.

This notice is available on our website at  
<https://www.alamedahealthsystem.org/patients-visitors/>

Alameda Health System (AHS) provides the following services:

- Provides 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)
- No cost language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Interpreter Services at 510-437-4491.

### How to file a grievance with Alameda Health System

#### Alameda Health System

Patient Safety Department  
7677 Oakport Street, 11th Floor  
Oakland, CA 94621

**By Phone:** 510-437-8484 (Patient Safety Hotline)

**By Email:** [PatientSafety@alamedahealthsystem.org](mailto:PatientSafety@alamedahealthsystem.org)

## **How to file a grievance with the California Department of Health Care Services Office of Civil Rights** *(For Medi-Cal Beneficiaries Only)*

You can file a civil rights complaint in writing by phone or by email:

- **By phone:** Call DHCS Office of Civil Rights at [916-440-7370](tel:916-440-7370) (TTY [711](tel:916-440-7370))
- **By mail:**  
Office of Civil Rights Department of Health Care Services  
P.O. Box 997413, MS 0009  
Sacramento, CA 95899-7413
- **Online:** Send an email to [CivilRights@dhcs.ca.gov](mailto:CivilRights@dhcs.ca.gov)

## **How to file a grievance with the U.S. Department of Health and Human Services Office of Civil Rights**

You can file a complaint in writing, by phone, or online:

- **By phone:** Call [1-800-368-1019](tel:1-800-368-1019) (TTY [711](tel:1-800-368-1019) or [1-800-537-7697](tel:1-800-537-7697))
- **By mail:**  
U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201
- **Online:** Visit the Office of Civil Rights Complaint Portal at:  
<https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>