

Discrimination is against the law

Aura Hospice & Palliative Care and its subsidiaries and affiliates comply with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, religion, age, disability or sex.

Aura Hospice does not exclude people or treat them differently because of race, color, national origin, religion, age, disability, sex or sexual orientation.

To assist individuals with disabilities in communicating effectively with us, Gentiva provides free aids and services to our patients and their families, our team members, and individuals inquiring about Gentiva services, such as:

- Qualified sign language interpreters; and
- Written information in other formats (large print, audio, accessible electronic formats and other formats).

Aura Hospice provides free language services to people whose primary language is not English, such as:

- Qualified interpreters; and
- Information written in other languages.

If you need these services, contact our Compliance department at:

- Aura Hospice : 469)373-7755

If you believe that Aura Hospice has failed to provide these services or discriminated in another way on the basis of race, color, national origin, religion, age, disability or sex, you can file a grievance with:

About Aura Hospice and Palliative Care
Aura Hospice Inc. dba Aura Hospice and Palliative Care
13601 Preston Rd Suite 700W Dallas, TX 75240
Phone: 469)373-7755, Fax: 469)709-1255
Email: info@aurafamily.net

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, contact the Gentiva Compliance department at the phone numbers or email addresses listed above.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, 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, DC 20201
Phone: 1.800.368.1019 TTD: 800.537.7697
