

Discrimination Is Against the Law

Dana-Farber Cancer Institute complies with applicable federal and state civil rights laws and does not discriminate on the basis of race, color, religion, ancestry, age, national origin, place of birth, gender, gender identity or expression, marital status, sexual orientation, disability, genetic information, status as a member of the Armed Forces or veteran of the Armed Forces, or any other category protected by federal, state, or local law.

Dana-Farber provides free aids and services to people with disabilities to communicate effectively with us, such as:

- Qualified sign language interpreters
- Information in alternative formats

If you need these services, please tell your primary care team or call Dana-Farber's Affordable Care Act (ACA) Compliance Coordinator at **617-582-7100**. When possible, please request these services before your appointment.

Dana-Farber provides free language services to people whose primary language is not English, such as:

- Qualified interpreters
- Information written in other languages

If you need these services, please contact primary care team ahead of time, when possible or Interpreter Services at **617-632-3673**.

If you believe that Dana-Farber has failed to provide needed services or discriminated in another way, you can file a grievance with our Patient/Family Relations office. You can file a grievance by phone, in person, or by mail, fax, or email.

Dana-Farber Cancer Institute
ATTN: Patient/Family Relations
450 Brookline Ave.
Boston, MA 02215
Phone: 617-632-3417 (TTY: 711)
Fax: 617-632-6988
Email: ACA_ADA@dfci.harvard.edu

If you need help filing a grievance, contact Dana-Farber's ACA Compliance Coordinator at ACA_ADA@dfci.harvard.edu or **617-632-3417 (TTY: 711)**.

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 at <https://ocrportal.hhs.gov>. Complaint forms are available online at <https://www.hhs.gov/ocr/complaints/index.html>. You can also file by mail or phone:

U.S. Department of Health and Human Services
200 Independence Ave., SW
Room 509F, HHH Building
Washington, DC 20201
800-368-1019 (TDD: 800-537-7697)



Dana-Farber
Cancer Institute