



*Please note: pursuant to decisions by various district courts regarding the 2024 Final Rule implementing Section 1557, entitled Nondiscrimination in Health Programs and Activities, 89 Fed. Reg. 37,522 (May 6, 2024) (“2024 Final Rule”), certain provisions regarding gender identity are stayed nationwide. Other provisions are stayed or enjoined as indicated at [www.hhs.gov/1557](http://www.hhs.gov/1557).*

## **NONDISCRIMINATION POLICY**

Heartfelt Pediatrics LLC complies with all applicable federal civil rights laws, including Section 1557 of the Affordable Care Act (Section 1557). Heartfelt Pediatrics LLC does not discriminate on the basis of race, color, national origin (including limited English proficiency and primary language), age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)).

In compliance with Section 1557 and other federal civil rights laws, we provide individuals the following in a timely manner and free of charge:

- **Language assistance services.** Heartfelt Pediatrics LLC will provide language assistance services for individuals with limited English proficiency (including individuals’ companions with limited English proficiency) to ensure meaningful access to our programs, activities, services, and other benefits. Language assistance services may include:
  - Electronic and written translated documents
  - Qualified interpreters
- **Appropriate auxiliary aids and services.** Heartfelt Pediatrics LLC will provide appropriate auxiliary aids and services for individuals with disabilities (including individuals’ companions with disabilities) to ensure effective communication. Appropriate auxiliary aids and services may include:
  - Qualified interpreters, including American Sign Language interpreters
  - Video remote interpreting
  - Information in alternate formats (including but not limited to large print, recorded audio, and accessible electronic formats)
  - Qualified readers
- **Reasonable modifications.** Heartfelt Pediatrics LLC will provide reasonable modifications for qualified individuals with disabilities, when necessary to ensure accessibility and equal opportunity to participate in our programs, activities, services, or other benefits.

To access our language assistance services, auxiliary aids and services, and for assistance in getting a reasonable modification, please refer to Heartfelt Pediatric LLC’s “Language Access Procedures,” “Effective Communication Procedures”, and “Reasonable Modification Procedures.”

For additional assistance, you may also contact the covered entity’s Section 1557 Coordinator:

Holly Milligan, CPNP-PC  
Phone: 541-859-3550  
Email: [holly@heartfeltpediatrics.com](mailto:holly@heartfeltpediatrics.com)  
Address: 1001 SW Disk Drive, Ste 250, Bend, OR 97702

If you believe Heartfelt Pediatrics LLC has failed to provide these services or has discriminated in another way on the basis of race, color, national origin, sex, age, or disability, you can:

1. AS APPLICABLE: File a grievance with Heartfelt Pediatrics LLC:

Phone: 541-859-3550  
Email: [info@heartfeltpediatrics.com](mailto:info@heartfeltpediatrics.com)  
Address: 1001 SW Disk Drive, Ste 250, Bend, OR 97702

2. File a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights:

*Electronically:* <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>

*Via mail:* U.S. Department of Health & Human Services  
200 Independence Avenue, S.W. – 509F  
Washington, D.C. 20201