

GET TO KNOW US

The Office for Civil Rights (OCR) at the U.S. Department of Health and Human Services (HHS) protects your rights against discrimination and ensures that your health information is private, secure, and accessible.

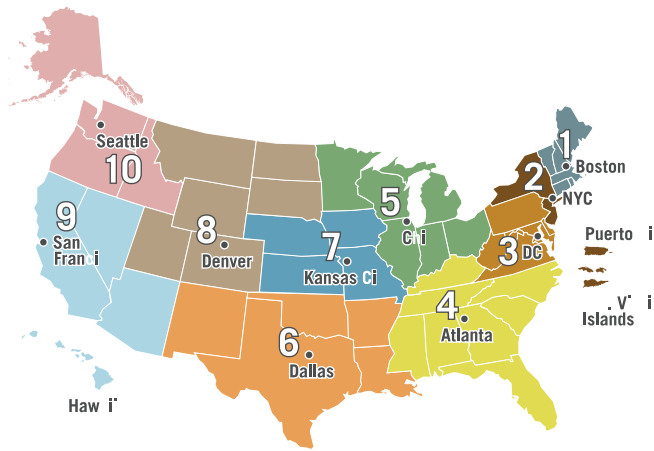
OCR is responsible for enforcing civil rights laws that apply to health care and human service providers which receive money or other assistance from HHS. These laws prohibit discrimination on the basis of race, color, national origin, disability, or age. Some laws may also protect you against discrimination based on gender or religion. OCR also enforces laws which safeguard the privacy and security of your health information. These laws give you rights over your health information, including the right to get a copy of your information, have corrections made to your health information to ensure accuracy, and get a report on when and why your health information was shared for certain purposes.

More detailed information about the laws prohibiting discrimination and safeguarding your health information can be found on our website: www.hhs.gov/ocr.

OUR OFFICES

OCR has 10 regional offices around the country, and each regional office covers specific states and territories. You can reach your regional office by contacting OCR toll-free at **1-800-368-1019**.

REGIONAL OFFICES



HEADQUARTERS

U.S. Department of Health and Human Services
Office for Civil Rights
200 Independence Avenue, S.W.
Room 515F HHH Building
Washington, DC 20201

TO LEARN MORE

Call us toll-free at: **1-800-368-1019**

TDD: **1-800-537-7697**

Email us: OCRmail@hhs.gov

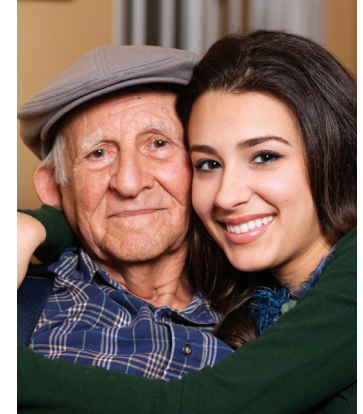
We provide language assistance for OCR matters. Services are accessible to persons with disabilities.

www.hhs.gov/ocr



**OFFICE
FOR
CIVIL
RIGHTS**

**SAFEGUARDING
CIVIL RIGHTS AND HEALTH
INFORMATION PRIVACY**



WHO WE SUPPORT

People

OCR protects the rights of people seeking health and human services by enforcing a number of civil rights and health information privacy laws.

Providers of Services

Through technical assistance, outreach, and enforcement programs, OCR works with entities to ensure that they comply with the law and clearly understand the legal requirements under the law.

HOW WE WORK

Complaints and Investigations

If you believe that an entity has violated your (or someone else's) health information privacy rights or has discriminated against you, you may file a complaint with OCR. We look into civil rights and privacy complaints to find out if there is discrimination or a violation of privacy rights and require action to correct problems.

Outreach and Education

OCR helps health and human service organizations understand the civil rights and privacy laws that they must follow. We also educate communities about civil rights and privacy rights.

HOW WE HELP

We can help you understand your civil rights and privacy rights. We are here to help if you believe you or someone else has been discriminated against. We will investigate your complaint and require action to correct the problems.

Did You Know...

- Access to your medical records is one of your rights?
- You have the right to give your permission before your health information can be used or shared for certain purposes, such as for marketing?
- If you are deaf, hard of hearing or you have trouble speaking and/or understanding English, assistance in communicating is oftentimes required – free of charge?
- It is unlawful to discriminate against persons on the bases of race, color, national origin, disability, age, sex, and in some cases religion?
- Millions of pharmacies, health insurance companies, hospitals, health clinics and nursing homes must follow the Federal privacy rules?

Get informed. Learn more about non-discrimination and health information privacy.

WHO MUST FOLLOW THE LAW

Providers and health care organizations that must follow civil rights and health information privacy laws may include:

- Doctors' offices and pharmacies
- Medicaid and Medicare agencies
- Hospitals, health clinics, and nursing homes

In addition to the entities noted above, these programs may also have to comply with civil rights laws:

- Day care centers and children's health programs
- Temporary Assistance for Needy Families (TANF programs)

HOW TO REACH US

You can call OCR toll-free at **1-800-368-1019** and obtain instructions on how to file a complaint on the OCR website and get information on how to contact your regional office.

