

## Our Commitment to Our Patients

The University of California and UCI Health respects and aims to treat everyone with dignity and to be fair and responsible in all of our work. This is described further in UCI Health's [Notice of Patient Rights and Responsibilities](#). You can learn more about our values and standards in the University's [Statement of Ethical Values and Standards of Ethical Conduct](#).

We want to hear about your experience at UCI Health. Find out [how to contact us](#) with comments, questions, or concerns. You can stay anonymous if you would like.

## Language, Hearing, and Visual Access Assistance and Reasonable Modifications

UCI is committed to effective communication with our patients and their caregivers. We provide meaningful access to our programs, activities, and services free of charge and in a timely manner. For example:

- UCI Health **translates** frequently used key documents into different languages for those whose first language is not English
- UCI Health offers **qualified interpreters** or **video remote interpreting** in various languages, including American Sign Language
- UCI Health provides **auxiliary aids and services** including information in alternate formats, like large print, recorded audio, and accessible electronic format; and support from qualified readers.
- UCI Health provides **reasonable modifications** for qualified individuals with disabilities when necessary to promote accessibility and equal opportunity to participate in our programs, activities, and services

Learn more about [Accessibility Resources at UCI Health](#). If you need help, you can contact [Patient Relations](#) at:

UCI Health – Office of Patient Relations  
PO Box 14091  
Orange, CA 92868-4091

Email: [healthexperience@hs.uci.edu](mailto:healthexperience@hs.uci.edu)  
714-456-7004 option 5  
Fax: 844-965-9798

## Notice of Nondiscrimination

UCI Health prohibits discrimination or harassment, including sexual assault and other types of sexual harassment, in any of its facilities, programs, or activities. UCI Health

gives equal opportunities no matter a person's race, religion, color, citizenship, national or ethnic origin (including limited English proficiency and primary language), ancestry, sex (including pregnancy and related conditions), gender, gender identity, gender expression, gender transition, sexual orientation, physical or mental abilities, medical condition, genetic information, marital status, age, or veteran or military status. UCI Health does not exclude people or treat them less favorably based on these protected characteristics.

To learn more about our rules against discrimination, you can read the University of California's [Anti-Discrimination Policy](#), [Sexual Violence and Sexual Harassment Policy](#).

## How to Report Discrimination, Harassment, and Retaliation

If you've faced discrimination, harassment, or related retaliation, and you would like to file a complaint, you can contact [Patient Relations](#), who will refer your complaint to the [UCI Office of Equal Opportunity and Diversity](#) (OEOD). You can also report directly to OEOD. Here's how OEOD can help:

- Take your report of discrimination, harassment, or retaliation
- Explain your options including informal resolution and/or formal investigation if applicable
- Provide information about support resources

You can call OEOD at (949) 824-5594. You can also fill out an [online complaint form](#), send a complaint by [email](#), or mail a complaint to the [OEOD office](#). OEOD keeps your information as private as possible but sometimes they might need to share details with other officials or agencies due to certain laws and policies.

More information about reporting sexual violence, sexual harassment, or other sexual misconduct can be found on [UCI Health's reporting sexual misconduct website](#).

Confidential Sexual Violence resources include:

- List of [Resources](#) for Sexual Violence
- UCI [CARE](#)
- [Waymakers](#)

These organizations keep your information private and do not have to report it to UCI Health or the University.

If you want to report sexual violence or a hate crime, you can also contact the [UCI Police Department](#). **UCI Health Division 24-Hour Non- Emergency Line** [714-456-5493](#)

If you prefer to report discrimination, harassment, or related retaliation to an outside agency, most accept complaints by phone, online, or in writing:

- **[U.S. Department of Health and Human Services, Office for Civil Rights](#)**  
Online: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>  
By Mail: 200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, DC 20201  
Phone: (800) 368-1019 (voice) or (800) 537-7697 (TDD)
- **[California Civil Rights Department](#)**  
Online: <https://ccrs.calcivilrights.ca.gov/s/>  
In Person: <https://calcivilrights.ca.gov/locations/>  
By Mail: 651 Bannan Street, Suite 200  
Sacramento, CA 95811  
Phone: (800) 884-1684 (voice) or (800) 700-2320 (TTY)

## Other Complaints – Including Anonymous Reports

You may report complaints or grievances about the care or services you receive at UCI Health or any of our providers to [Patient Relations](#).

Other agencies that accept reports include:

- **[Medical Board of California](#)**
- **[California Department of Consumer Affairs](#)**
- **[California Department of Public Health’s Center for Health Care Quality](#)**
- **[The Joint Commission](#)**

## How to Obtain Your Medical Records

You can request your medical records in person, online, or by mail. Visit [Medical Records](#) for instructions.

## Patient Feedback

We want to hear about your experience at UCI Health. Find out [how to contact us](#)\* with comments, questions, or concerns. You can stay anonymous if you would like.

\* [Patient Relations](#), [OEOD](#), and [HR](#) are UCI Health’s [Section 1557 Coordinators](#). UCI’s [Division of Equal Opportunity and Compliance Office of Equal Opportunity and Diversity](#) is UCI Health’s [Section 504 Coordinator](#) and nondiscrimination and Title IX coordinator.