PEDIATRIC CARE COORDINATION

NON-DISCRIMINATION AND EQUAL ACCESS POLICY

Effective Date: _____

Pediatric Care Coordination is committed to treating every child and family with dignity, compassion, and respect. We strive to provide care coordination services in a welcoming, supportive environment and to promote fair access to our services in accordance with applicable federal and Oklahoma laws.

OUR NON-DISCRIMINATION COMMITMENT

Pediatric Care Coordination does not discriminate against, exclude, or treat individuals differently on the basis of race, color, national origin, ancestry, ethnicity, religion, sex, age, disability, or any other characteristic protected by applicable law. This commitment applies to inquiries, enrollment, communication, care coordination, referrals, and other services we provide.

ACCESS TO SERVICES

We evaluate requests for care coordination based on each child's individual needs, our professional qualifications and scope of practice, available resources, and our ability to provide appropriate and safe services. Decisions regarding services will not be based on unlawful discrimination. When a child's needs fall outside our services, we may assist the family in identifying other appropriate resources or providers.

COMMUNICATION AND ACCESSIBILITY

We will provide reasonable modifications and effective communication assistance for individuals with disabilities as required by applicable law. Language assistance will be made available when required by law. Families may contact us to discuss communication preferences, accessibility needs, or assistance using our services.

RESPECT FOR CHILDREN AND FAMILIES

We recognize that families have different backgrounds, values, beliefs, and circumstances. We are committed to respectful communication, individualized support, and collaboration with children, parents, legal guardians, caregivers, and healthcare professionals as appropriate.

QUESTIONS OR COMPLAINTS

If you have questions about this Policy, need assistance accessing our services, or believe you or your child has experienced discrimination, please contact Pediatric Care Coordination using the information below. We will review concerns promptly and respectfully. We will not retaliate against any person for raising a concern or filing a complaint. When applicable, individuals may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. Information is available at www.hhs.gov/ocr/complaints.

CONTACT INFORMATION

Pediatric Care Coordination
Contact Person: _____
Mailing Address: _____
City/State/ZIP: _____
Phone: _____ Email: _____
Website: _____