



## **Nondiscrimination Policy**

Xpress Wellness Urgent Care and Integrity Urgent Care comply with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)), sexual orientation, gender identity, age, or disability in its health programs and activities. Xpress Wellness Urgent Care and Integrity Urgent Care do not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Xpress Wellness Urgent Care and Integrity Urgent Care:

- Provide free aid and services to people with disabilities to communicate effectively with us, such as:
  - Alternate formats of written information
  - Qualified sign language interpreters
- Provide 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 let our receptionist know so that we may assist you.

If you believe that Xpress Wellness Urgent Care or Integrity Urgent Care has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance by mail, phone, or email with the Xpress Wellness and Integrity Compliance Officer at:

Compliance Officer  
701 Cedar Lake Blvd Suite 120  
Oklahoma City, OK 73114  
(405)445-1210  
[compliance@xpwell.com](mailto:compliance@xpwell.com)

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, please ask for the clinic manager so that they can assist you.



You may also file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal at

<https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf> or by mail or phone at:

U.S. Department of Health and Human Services, 200  
Independence Avenue  
SW Room 509F, HHH Building, Washington D.C.  
800-868-1019  
800-537-7697

Complaint forms are available at  
<http://www.hhs.gov/ocr/office/file/index.html>.

This notice is available on our websites as well. See the following links:

Xpress Wellness Urgent Care's website: [www.xpwell.com](http://www.xpwell.com)

Integrity Urgent Care's website: [www.integrityuc.com](http://www.integrityuc.com)