LAO

In the USA: 1-866-300-4874 or 1-910-332-1969.

[Liberty Health and Rehabilitation Services and each of its affiliated facilities] Call 1-800-LIBERTY (1-800-542-3789) or TDD 1-800-207-9030 or 1-800-338-3749 (TTY) to report grievances or complaints. Please call us during business hours (8 a.m. to 5 p.m., Monday through Friday) or leave a message at any time. If you are hearing impaired, please call 1-866-300-4874. Liberty Health and Rehabilitation Services and each of its affiliated facilities also accepts grievances or complaints by mail, email, or fax. Please send your letter to: Kathy McLawhorn, Director of Risk Management, Liberty Health and Rehabilitation Services, 2334 S 41st Street Wilmington, NC 28403, [2334 S 41st Street Wilmington, NC 28403, [1-866-300-4874 or 910-332-1969], [910-815-3114], [KMcLawhorn@libertyhcare.com].

The USA Department of Health and Human Services (Haawtxa nthawm moo Hawn Awv) and the US Department of Justice (Haawtxa nthawm moo Jus), in accordance with the Americans with Disabilities Act (THawm moos hadthawmg), have established methods to resolve complaints about access to programs and services provided by the United States Department of Health and Human Services (Haawtxa nthawm moo Hawn Awv). The online complaint form can be found at: https://ocrportal.hhs.gov/ocr/portal/lobby.jsf, or by visiting the HHS Office of Civil Rights Complaint Portal, or by calling 1-800-LIBERTY (1-800-542-3789) or TDD 1-800-207-9030 or 1-800-338-3749.

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