

Notice of Nondiscrimination & Accessibility

Effective August 3, 2026

Hayton Primary Care / HPC Medical Group PLLC complies with applicable federal civil rights laws. We do not exclude people, deny services, or treat people differently because of race, color, national origin (including limited English proficiency and primary language), sex, age, or disability.

ACCESSIBLE COMMUNICATION AND REASONABLE MODIFICATIONS

We provide reasonable modifications, and appropriate auxiliary aids and services, free of charge and in a timely manner, when they are needed to give people with disabilities an equal opportunity to participate in our services. These include:

- qualified sign language interpreters;
- written information in alternate formats, such as braille, large print, audio, or accessible electronic formats; and
- reasonable changes to policies, practices, or procedures when needed for equal access.

LANGUAGE ASSISTANCE

We provide language assistance services — including qualified oral interpretation and written or electronic translated documents — free of charge and in a timely manner, when they are a reasonable step to provide meaningful access to a person whose primary language is not English.

HOW TO REQUEST ASSISTANCE

Tell any member of our team what you need, call (208) 247-4279, or email info@haytonprimarycare.com. Please ask for an interpreter, an alternate format, or another accommodation as early as you can. We will still help with urgent and same-day requests.

You are not required to bring your own interpreter. We will not rely on a child, a family member, a friend, or an unqualified staff member to interpret, except in the limited circumstances permitted by law.

QUESTIONS OR CONCERNS

If you have questions or need assistance, contact Derek Hayton, DO, Privacy Officer, at the address, phone number, or email address on this notice. We will not retaliate against anyone for requesting assistance, raising a concern, or filing a complaint.

HOW TO FILE A GRIEVANCE

If you believe we have failed to provide these services, or have discriminated in any way, you may file a grievance with our Privacy Officer:

- Derek Hayton, DO — Privacy Officer, Hayton Primary Care
- 300 W. Main St., Suite 100 · Boise, ID 83702
- Phone (208) 247-4279 · Fax (208) 684-2455 · info@haytonprimarycare.com

You may file in person, by mail, by fax, or by email. If you need help filing a grievance, our Privacy Officer will assist you.

FILE A CIVIL RIGHTS COMPLAINT WITH HHS

You may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights. A complaint generally must be filed within 180 days of when you knew about the act or omission. OCR may extend that period for good cause. You do not have to contact us first, and you may do both.

- Online: ocrportal.hhs.gov/ocr/portal/lobby.jsf · hhs.gov/ocr/complaints
- Email: OCRComplaint@hhs.gov
- Phone: 1-800-368-1019 · TDD 1-800-537-7697
- Mail: Centralized Case Management Operations, U.S. Department of Health and Human Services, 200 Independence Avenue S.W., Room 509F HHH Building, Washington, D.C. 20201

WHERE TO FIND THIS NOTICE

This notice is posted at haytonprimarycare.com, including the language-assistance taglines at haytonprimarycare.com/accessibility, and is displayed in our office. We provide it to patients each year and at any time on request. A paper or electronic copy, an alternate format, or a translation is available free of charge — just ask.

OTHER CIVIL RIGHTS LAWS

This notice is provided under Section 1557 of the Affordable Care Act and 45 C.F.R. Part 92. We also comply with Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Title IX of the Education Amendments of 1972, and the Americans with Disabilities Act, each as applicable to our practice.