



Prism Mental Health Solutions Inc.

Accessibility & Accommodations Notice



Transforming Mental Health Through Compassion, Clarity, and Clinical Excellence

1. Our Commitment to Accessible Care



Prism Mental Health Solutions Inc. (Prism MHS) is committed to providing patients and prospective patients with meaningful access to outpatient mental-health services. We strive to provide services without unlawful discrimination based on disability or other protected status, and to consider reasonable accommodations and effective communication assistance as required by applicable law.

2. Requesting an Accommodation



You may request an accommodation when contacting our office, scheduling an appointment, completing intake paperwork, receiving services, or communicating with Prism MHS. You do not need to use special legal terminology. Tell us what barrier you are experiencing and what assistance would help. Requests are reviewed individually and promptly, taking into account applicable legal requirements, clinical appropriateness, and the services available.

3. Examples of Available Assistance



Depending on the request and what is appropriate, assistance may include accessible electronic or printed information, help with forms, adjustments to communication methods, a reasonable modification to an administrative process, or coordination of an accessible appointment arrangement. Specific accommodations are determined case by case; not every requested modification will be appropriate or required.

4. Communication Assistance



Patients who need help communicating because of a disability may request auxiliary aids or services, including qualified interpretation or other effective communication supports when required by law. Patients with limited English proficiency may also ask about language assistance. Prism MHS will assess the assistance required by applicable law and will not require patients to rely on a family member or friend as an interpreter when doing so would be inappropriate or inconsistent with legal requirements.

5. Telehealth and In-Person Appointments



If an accessibility barrier affects your ability to participate in telehealth or an in-person appointment, please contact us before your visit when possible. We will discuss reasonable options consistent with clinical appropriateness, privacy, professional licensure, payer rules, and available resources. Telehealth is not a substitute for an accommodation that applicable law requires in an in-person setting.

6. Privacy of Accommodation Requests



Information you provide when requesting an accommodation will be handled respectfully and shared only as appropriate for arranging services, evaluating the request, or meeting legal obligations. Health information remains subject to applicable privacy and confidentiality protections.

7. Questions, Concerns, or Complaints



If you believe an accessibility request was not addressed appropriately, you may contact Prism MHS Administration to request review or make a complaint. Raising an accessibility concern will not result in retaliation. You may also contact the U.S. Department of Health and Human Services Office for Civil Rights about potential discrimination where its jurisdiction applies.

8. Contact Prism MHS



Prism Mental Health Solutions Inc. | Attention: Administration — Accessibility & Accommodations | 264 Haida Avenue, Suite B, Hastings, PA 16646-5611 | Telephone: (814) 931-0417 | Email: info@prismmhs.org. Please do not include sensitive clinical information in ordinary email unless you have confirmed an appropriate secure method of communication.

9. Important Limitations



This notice describes the process for requesting patient accommodations; it does not guarantee a particular accommodation, appointment format, or service. Prism MHS will apply applicable federal and Pennsylvania law and will explain available alternatives when a requested arrangement cannot be provided. For emergencies, call 911 or use appropriate emergency services; ordinary office messages are not monitored as a 24-hour crisis service.