



Our Commitment to Your Care and Privacy

Immigration and Customs Enforcement (ICE) activity

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As Immigration and Customs Enforcement (ICE) activity has increased in our communities, North Memorial Health's commitment to excellent patient care remains our top priority. We have long-standing policies and procedures in place for handling law enforcement requests. These policies help ensure we:

- Protect patient and team member information.
- Respond only through proper legal channels
- Follow established processes to ensure compliance and safety.

These measures are in place to support everyone who seeks care at any of our facilities. You should not avoid the medical care you need. We're here for you.

Frequently asked questions

Has anything changed about how North Memorial Health cares for patients affected by immigration enforcement?

- No. A patient's immigration status does not change our responsibilities in providing high-quality care for every patient. We care for all patients with dedication, compassion and respect. Our privacy, confidentiality and compliance standards remain the same.

What is North Memorial Health's approach to ICE inquiries or requests for information?

- North Memorial Health will continue to comply with immigration laws and will only provide information to law enforcement – including ICE – when legally required. This includes responding appropriately to subpoenas, warrants, or court orders. We do not release information or permit access to patient care areas without proper legal process.

Will North Memorial Health ask about immigration status?

- No. We do not collect immigration status because it is not needed for the care we provide.

Will immigration status affect my ability to receive care?

- No. North Memorial Health provides care to all patients regardless of immigration status. Your safety and health are what matter.

Can law enforcement enter patient care areas?

- Law enforcement officers may be in public areas such as hallways, the cafeteria, public waiting rooms, lobbies, outdoor spaces and parking lots. They cannot enter private patient areas unless they have a valid court order or are accompanying a patient in their custody.

What should I do if I see ICE activity near a North Memorial Health hospital or clinic?

- Stay calm and continue with your care. Our team is trained to handle these situations and will follow legal and safety procedures.

If I am not comfortable coming onsite for an appointment, what telehealth services are available?

- Many of our outpatient appointments can be converted from an in-person to a telehealth appointment. You can ask to make that change, and we will do our best to accommodate your request. More information about virtual care options can be found here:
<https://northmemorial.com/make-an-appointment/virtual-doctor-visits/>.