

## Policy & Procedures

**Title: Patient Nondiscrimination Policy**

**Affected Departments: All Depts., Chelan Specialty Clinic, Lake Chelan Clinic, Winthrop Orthopedic Clinic**

**Date Initiated: 09/08/2003**

**Approved By: Kevin Abel (Chief Executive Officer)**

**Review Date: 01/06/2015**

**Pages: 1 of 3**

### Scope

This policy applies to all members of the Lake Chelan Community Hospital and Lake Chelan Clinic workforce, including caregivers, medical staff members, contracted service providers, volunteers, vendors, representatives, and any other individuals providing services to or on behalf of Lake Chelan Community Hospital and Lake Chelan Clinic.

### Purpose

To ensure that all patients and visitors of Lake Chelan Community Hospital and Lake Chelan Clinic are treated with equality, in a welcoming, nondiscriminatory manner, consistent with applicable state and federal law.

### Policy

Lake Chelan Community Hospital and Lake Chelan Clinic is dedicated to providing services to patients and welcoming visitors in a manner that respects, protects, and promotes patient rights.

1. All personnel will treat all patients and visitors receiving services from or participating in other programs of Lake Chelan Community Hospital – Lake Chelan Clinic and its affiliated clinics with equality. As a recipient of federal financial assistance, Lake Chelan Community Hospital and Lake Chelan Clinic does not exclude, deny, benefits to, or otherwise discriminate against any person on the ground of race, color, or national origin, or on the basis of disability or age in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by Lake Chelan Clinic or Lake Chelan Community Hospital directly or through a contractor or any other entity with which Lake Chelan Clinic or Lake Chelan Community Hospital arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age and Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes as Title Code of Federal Regulations Parts 80, 84, and 91. In case of questions please contact:

LCCH Quality / Safety Manager

Vernita Nolan, RN

509-682-3300 ext. 6354

2. Age Restrictions Statement: It is the policy of Lake Chelan Community Hospital and Lake Chelan Clinic to not deny or restrict access to services based on an individual's age (unless age is a factor necessary to normal operations or the achievement of any statutory objective).

3. Ability to Pay Statement: It is the policy of Lake Chelan Clinic to not deny care based on inability to pay or payment method. Lake Chelan Clinic, in part, payment from Medicare, Medicaid and CHIP.
4. Personnel will inform patients of the availability of and make reasonable accommodations for patients consistent with federal and state requirements. For example, language interpretation services will be made available for non-English speaking patients and sign language interpretation will be made available for hearing impaired patients through In-Demand Interpreting Services at 877-899-3824.
5. Personnel will afford visitation rights to patients free from discrimination based on age, race, color, creed, ethnicity, religion, national origin, marital status, sex, sexual orientation, gender identity or expression, disability, veteran or military status, or any other basis prohibited by federal, state, or local law and will ensure that visitors receive equal visitation privileges consistent with patient preferences.
6. Any person who believes that he, she, or another person has been subjected to discrimination which is not permitted by this policy may file a complaint using Lake Chelan Community Hospital and Lake Chelan Clinic's complaint and grievance procedure.
7. Personnel are prohibited from retaliating against any person who opposes, complains about, or reports discrimination, files a complaint, or cooperates in an investigation of discrimination or other proceeding under federal, state, or local anti-discrimination law.

### **Procedure**

1. Lake Chelan Community Hospital and Lake Chelan Clinic's Director of Quality and Patient Safety is responsible for coordinating compliance with this Policy, including giving notice to and training all personnel on this Policy.
2. Personnel will determine eligibility for and provide services, financial aid, and other benefits to all patients in a similar manner, without subjecting any individual to separate or different treatment on the basis of age, race, color, creed, ethnicity, religion, national origin, marital status, sex, sexual orientation, gender identity or expression, disability, veteran or military status, or any other basis prohibited by federal, state, or local law.
3. Personnel will provide notices to patients regarding this Nondiscrimination Policy and Lake Chelan Community Hospital and Lake Chelan Clinic's commitment to providing access to and the provision of services in a welcoming, nondiscriminatory manner.
4. At the time patients are notified of their patient rights, personnel will also inform each patient, or the patient's support person, including the patient's attorney in fact, when appropriate, of the patient's visitation rights, including any clinical restriction on those rights, and the patient's right, subject to the patient's consent, to receive visitors whom the patient designates, free of discrimination based upon age, race, color, creed, ethnicity, religion, national origin, marital status, sex, sexual orientation, gender identity or expression, disability, veteran or military status, or any other basis prohibited by federal, state, or local law. Such visitors include; a spouse, state registered domestic partner (including same-sex state registered domestic partner), another family member, friend, or a legal representative of the patient, such as an attorney-in- fact. Hospital Personnel will also notify patients of their right to withdraw or deny such consent at any time. Hospital Personnel will afford such visitors equal visitation privileges consistent with the patient's preferences.
5. Any personnel receiving a patient or visitor discrimination complaint will advise the complaining individual that he or she may report the problem to the Director of Quality and Patient Safety at (509)

682-3300 ext. 6354 and file a complaint without fear of retaliation. TDD – can be helped through In-Demand Interpreting Services at 877-899-3824 or Washington State Relay at 800-833-6384.

### **Dissemination of Nondiscrimination Policy**

For the purposes of complying with the rules and regulations set forth and enforced by the Office for Civil Rights, Lake Chelan Community Hospital & Lake Chelan Clinic informs the public, patients, and employees that the agency does not discriminate on the basis of race, color, national origin, disability, or age.

Lake Chelan Community Hospital and Lake Chelan Clinic disseminates the nondiscrimination statement in the following ways:

#### **For the General Public:**

- A copy of the nondiscrimination statement is posted in our facilities for visitors, clients / patients to view.
- The nondiscrimination statement is printed in the company brochure and is routinely distributed to patients, referral sources and the community.
- The nondiscrimination statement is included in newspaper advertisement for the facilities.

#### **For the Patients:**

- The nondiscrimination statement is included in patient admission packets.
- The nondiscrimination statement is discussed with patients upon their initial visit with the facility.
- A copy of the nondiscrimination statement is available upon request.

#### **For the Employees:**

- The nondiscrimination statement is included in employee advertisements.
- The nondiscrimination statement is included in employee handbook.
- The nondiscrimination statement is discussed and distributed during employee orientation.
- The nondiscrimination statement is posted in the employee informational/break areas.

Lake Chelan Community Hospital & Lake Chelan Clinic has also posted its Nondiscrimination Policy on the company website. Please visit [lakechelancommunityhospital.com](http://lakechelancommunityhospital.com) for more details and to find additional information about Lake Chelan Community Hospital and Lake Chelan Clinic.