



Title:	Patient Non-discrimination	Effective Date:	03/01/2014
Categories:	Facility Wide	Approved Date:	10/23/2020
Prepared By:	Diane Blake (Chief Executive Officer)		
Reviewed By:	Diane Blake (Chief Executive Officer), Marianne Vincent (Chief Financial Officer)		
Approved By:	Diane Blake (Chief Executive Officer)		

SCOPE: This policy applies to all members of the Cascade Medical workforce, including employees, medical staff members, contracted service providers, and volunteers, and to all vendors, representatives, and any other individuals providing services to or on behalf of Cascade Medical (“Facility Personnel”).

PURPOSE: To ensure that all patients and visitors of Cascade Medical are treated with equality, in a welcoming, non-discriminatory manner, consistent with applicable state and federal law.

POLICY: Cascade Medical is dedicated to providing services to patients and welcoming visitors in a manner that respects, protects, and promotes patient rights. Cascade Medical will provide equal access to its facilities and services irrespective of age, race, color, creed, ethnicity, religion, national origin, marital status, sex, sexual orientation, gender identity or expression, disability, association, veteran or military status, or any other basis prohibited by federal, state, or local law. Equal access includes physical accommodations for disabled persons, nondiscriminatory delivery of benefits, and reasonable aid in accessing electronic health programs.

PROCEDURE:

1. **Nondiscrimination.** Facility Personnel will treat all patients and visitors receiving services from or participating in other programs of Cascade Medical with equality in a welcoming manner that is free from discrimination based on age, race, color, creed, ethnicity, religion, national origin, marital status, sex, sexual orientation, gender identity or expression, disability, association, veteran or military status, or any other basis prohibited by federal, state, or local law.
2. **Notice.** Facility Personnel will provide notices to patients regarding this Nondiscrimination Policy and Cascade Medical’s commitment to providing access to and the provision of services in a welcoming, nondiscriminatory manner. Cascade Medical will provide notices pursuant to Section 1557 of the Patient Protection and Affordable Care Act.
3. **Reasonable Accommodations.** Facility Personnel will inform patients of the availability of and make reasonable accommodations for patients consistent with federal and state requirements. This includes, for example, informing patients of their right to appropriate auxiliary aids and services such as qualified language interpreters for non-English speaking patients and sign language interpreters for hearing-impaired patients and how to obtain these aids and services. Aids and services will be provided free of charge and in a timely manner when such aids and services are necessary to ensure an equal opportunity to participate to individuals with disabilities or to provide meaningful access to individuals with limited English proficiency.
4. **Visitation Rights.** Facility 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, association, 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. At the time patients are notified of their patient rights, Facility 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



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age, race, color, creed, ethnicity, religion, national origin, marital status, sex, sexual orientation, gender identity or expression, disability, association, 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. Facility Personnel will also notify patients of their right to withdraw or deny such consent at any time. Facility Personnel will afford such visitors equal visitation privileges consistent with the patient’s preferences.

5. **Provision of Services.** Facility 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, association, veteran or military status, or any other basis prohibited by federal, state, or local law.

6. **Complaints.**
 - a. Any person who believes they or another person has been subjected to discrimination which is not permitted by this policy, may file a complaint using Cascade Medical’s complaint and grievance procedure, which will provide prompt and equitable resolutions of grievances.
 - b. Any Facility Personnel receiving a patient or visitor discrimination complaint will advise the complaining individual that he or she may report the problem to the hospital’s Risk Manager by calling (509) 548-5815 and file a complaint without fear of retaliation.
 - c. Facility 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.

7. **Compliance.** Cascade Medical’s Compliance Officer is responsible for coordinating compliance with this policy, including giving notice to and training all Facility Personnel on this policy. Cascade Medical will designate at least one employee to coordinate its efforts to comply with and carry out its responsibilities under this policy and under Section 1557 of the Patient Protection and Affordable Care Act, including the investigation of any grievance.