

Lincoln Hospital and Clinics <i>Policies & Procedures</i>		Reference Pages _____	Total Pages: <u>2</u>
Origination Date 02/27/14			
Revised Date: 03.13.14 2.25.16 12.23.20 _____ _____	Reviewed Date: 8.28.18 10.8.19 3.8.22 10.23.23 _____ _____	Subject Patient Nondiscrimination	
		Policy X	Procedure X
		Protocol	
<i>Distribution: Administration, Nursing, Human Resources, Imaging Services, Lab, RT, PT, OT, Dietary, Activities, SS, Business Office, Billing, Surgery, Anesthesia, Clinics, Pain Clinic, Admitting, Pharmacy, Medical Records, ST</i>		<i>Originating Department: Administration</i>	

Scope:

This policy applies to all members of the Lincoln Hospital District #3 (LHD) 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 LHD

Purpose:

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

Policy:

LHD is dedicated to providing services to patients and welcoming visitors in a manner that respects, protects, and promotes patient rights.

1. LHD Staff will treat all patients and visitors receiving services from or participating in other programs of LHD and its affiliated clinics 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, veteran or military status, or any other basis prohibited by federal, state, or local law. See LHD Visitation Policy.
2. LHD Staff will make reasonable accommodations for patients consistent with federal and state requirements.
3. LHD Staff 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.
4. Any person who believes that he, she, or another person has been subjected to discrimination may file a complaint using LHD's complaint and grievance procedure. See Patient Complaints and Grievance.

5. LHD Staff 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. LHD Corporate Compliance Officer, or designee is responsible for coordinating compliance with this Policy, including giving notice to and training all LHD Staff on this Policy.
2. LHD Staff will determine eligibility for and provide services, charity care, 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. LHD Staff will provide notices to patients regarding this Nondiscrimination Policy and LHD'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, LHD Staff 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. LHD Staff will also notify patients of their right to withdraw or deny such consent at any time. LHD Staff will afford such visitors equal visitation privileges consistent with the patient's preferences.
5. Any LHD Staff receiving a patient or visitor discrimination complaint will advise the complaining individual that he or she may report the problem and file a complaint without fear of retaliation.

Note: Any updates to this policy shall be updated on LHD website as well as submitted to the DOH at www.doh.gov within 30 days of any changes or additions to this policy; updates will be made to the LHD website and submitted to the DOH website as required by WAC 246.320.141. The DOH website for submission is hospitalpolicies@doh.wa.gov