



Effective: 10/2016
Approved: 08/2021
Last Revised: 07/2019
Expiration: 08/2022
Owner: Rhonda Piner: EC DNS/Quality/
Compliance
Department: Compliance/Administration
Categories: Policy

Non-Discrimination Policy

Scope: This policy applies to all members of the **North Valley Hospital District (NVHD)** 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 NVHD.

Purpose: To ensure that all patients and visitors of North Valley Hospital District are treated with equality, in a welcoming, nondiscriminatory manner, consistent with applicable state and federal law and NVHD service culture.

Policy: NVHD is dedicated to providing services to patients and welcoming visitors in a manner that respects, protects, and promotes patient confidentiality and individual rights. NVHD 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:

- A. **Nondiscrimination.** NVHD will treat all patients and visitors receiving services from or participating in other programs of NVHD and its affiliated clinics and services 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.
- B. **Notice.** NVHD will provide notices to patients regarding this Nondiscrimination Policy and NVHD's commitment to providing access to and the provision of services in a welcoming, nondiscriminatory manner. NVHD will provide notices pursuant to Section 1557 of the Patient Protection and Affordable Care Act
- C. **Reasonable Accommodations.** NVHD 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.

- D. **Visitation Rights.** NVHD 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, NVHD 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, association, veteran or military status, or any other basis prohibited by federal, state, or local law. Such visitors include a spouse, registered domestic partner (including same-sex registered domestic partner), another family member, friend, or a legal representative of the patient, such as an attorney in fact. NVHD will also notify patients of their right to withdraw or deny such consent at any time. NVHD will afford such visitors equal visitation privileges consistent with the patient's preferences.
- E. **Provision of Services.** NVHD 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.
- F. **Complaints.**
- 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 NVHD's complaint and grievance procedure, which will provide prompt and equitable resolutions of grievances.
 - Any NVHD staff receiving a patient or visitor discrimination complaint will advise the complaining individual that he or she may report the problem to **the Compliance Officer at 509-486-3159** and file a complaint without fear of retaliation.
 - NVHD staff is 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.
- G. **Compliance.** NVHD's Compliance Officer is responsible for coordinating compliance with this Policy, including giving notice to and training all NVHD staff on this Policy. NVHD has designated the Compliance Officer to coordinate efforts to comply with and carry out the responsibilities under this policy and under Section 1557 of the Patient Protection and Affordable Care Act, including the investigation of any grievance.

Section 1557 of the Federal Affordable Care Act (ACA) (45 C.F.R. §§ 92.1-92.303 81 Fed. Reg. 31376-31473 (2016)).

Policy Note: Any changes must be submitted to the Department of Health within 30 days of a change and an updated policy must be posted on the hospital district website.

All revision dates:

07/2019, 06/2018, 10/2016

Attachments

[North Valley Hospital non discrimination notice English.docx](#)
[North Valley Hospital Non discrimination notice Spanish.docx](#)

Approval Signatures

Approver	Date
Jean Pfeifer: Board Chair	08/2021
John McReynolds: CEO	08/2021

COPY