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Owner **Brenda Schneider: CFO**
Policy Area **Fiscal**

Patient Nondiscrimination

Patient Nondiscrimination Policy

Scope: This policy applies to all members of the **Skyline Health** 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 **Skyline Health** ("Hospital Personnel").

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

Policy: **Skyline Health** is dedicated to providing services to patients and welcoming visitors in a manner that respects, protects, and promotes patient rights. **Skyline Health** 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.** Hospital Personnel will treat all patients and visitors receiving services from or participating in other programs of **Skyline Health** 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, association, veteran or military status, or any other basis prohibited by federal, state, or local law.

2. Notice. Hospital Personnel will provide notices to patients regarding this Nondiscrimination Policy and **Skyline Health's** commitment to providing access to and the provision of services in a welcoming, nondiscriminatory manner. **Skyline Health** will provide notices pursuant to Section 1557 of the Patient Protection and Affordable Care Act

3. Reasonable Accommodations. Hospital 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. Hospital 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, Hospital 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, 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. 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. Provision of Services. Hospital 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.

- 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 **Skyline Health's** complaint and grievance procedure, which will provide prompt and equitable resolutions of grievances.
- Any Hospital Personnel receiving a patient or visitor discrimination complaint will advise the complaining individual that he or she may report the problem to **Brenda Schneider, PO Box 99, White Salmon, WA 98672; brendaschneider@skylinehospital.org** and file a complaint without fear of retaliation.
- Hospital 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. Skyline Health's Corporate Compliance Officer, **Brenda Schneider**, is responsible for coordinating compliance with this Policy, including giving notice to and training all Hospital Personnel on this Policy. **Skyline Health** 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.

Approval Signatures

Step Description	Approver	Date
	Brenda Schneider: CFO	03/2022