



Whidbey General Hospital and Clinics
Patient Nondiscrimination Policy
Quality and Patient Safety 14789

Policy

(Rev: 0) **Official**

SCOPE

This policy applies to all members of the **Whidbey General Hospital and Clinics** 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 **Whidbey General Hospital and Clinics** ("WGH Personnel").

PURPOSE

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

POLICY

A. Whidbey General Hospital and Clinics is dedicated to providing services to patients and welcoming visitors in a manner that respects, protects, and promotes patient rights.

1. WGH Personnel will treat all patients and visitors receiving services from or participating in other programs of **Whidbey General Hospital and Clinics** 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.
2. WGH 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.
3. WGH 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.
4. 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 **Whidbey General Hospital and Clinics** complaint and grievance procedure.
 - a. WGH has adopted an internal grievance procedure providing for the prompt and equitable resolution of grievances alleging any action prohibited by Section 504 and Title II of the ADA, or the Federal regulations implementing these laws. WGH has also adopted an internal complaint and grievance procedure providing for prompt and equitable resolution of grievances alleging any action prohibited by Title VI of the Civil Rights Act, or the Federal regulations implementing these laws. To file a complaint or grievance or in case of questions, please contact:

WGH Department of Quality and Patient Safety
101 N Main St

Coupeville, WA 98239

360-678-7656

A member of the Department of Quality will assist patients with complaints and grievances regarding the services provided through WGH.

The Section 504/ADA Coordinator is:

Terry Litke CFO

Whidbey General Hospital

101 N Main St

Coupeville WA 98239

360-678-7656

B. Filing a grievance or complaint with WGH does not prevent the patient from filing a complaint with the Department of Health or the Office of Civil Rights.

Washington State Department of Health
Health Systems Quality Assurance
Complaint Intake
P.O. Box 47857
Olympia, WA 98504-7857

800-633-6828

Region X - Seattle (Alaska, Idaho, Oregon, Washington)
Office for Civil Rights
U.S. Department of Health and Human Services
2201 Sixth Avenue - M/S: RX-11
Seattle, WA 98121-1831
Voice Phone (800) 368-1019
FAX (206) 615-2297
TDD (800) 537-7697

C. WGH 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. **Whidbey General Hospital and Clinics Corporate Compliance Officer** is responsible for coordinating compliance with this Policy, including giving notice to and training all WGH Personnel on this Policy.
2. WGH 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. WGH Personnel will provide notices to patients regarding this Nondiscrimination Policy and **Whidbey General Hospital and Clinics** 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, WGH 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. WGH Personnel will also notify patients of their right to withdraw or deny such consent at any time. WGH Personnel will afford such visitors equal visitation privileges consistent with the patient's preferences.
5. Any WGH Personnel 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.

Referenced Documents

Reference Type	Title	Notes
Effective	03/18/2014	Document Owner Fulton, Teresa

Paper copies of this document may not be current and should not be relied on for official purposes. The current version is in Lucidoc at .

<https://www.lucidoc.com/cgi/doc-gw.pl?ref=wgh:14789>