

POLICY

Patient Nondiscrimination

Category: Organizational

Sub-Category: Rights & Responsibilities

Other: [Click here to enter text.](#)

Type: POLICY

Status: Active

Last Reviewed: 12/07/2021

Regulatory Source(s): **The Joint Commission; CMS** **Other:** Affordable Care Act, Section 1557; Washington State Hospital Association Nondiscrimination Policy Updates (August 22, 2016)

Regulatory Citation Number(s): RI.01.01.01; 42 CFR 482.13(h)(3); 42 CFR 489.102 (a)(3); RCW 49.60.010; 45 CFR 92.1 – 92.303

Citation title: RI.01.01.01 The hospital respects, protects, and promotes patient rights

42 CFR 482.13(h)(3) Condition of participation: Patient rights

42 CFR 489.102 (a)(3) Requirements for providers

RCW 49.60.010 Law against discrimination

45 CFR 92.1 – 92.303 Procedures for health programs

Foundational Mirrored Policy: Yes

PURPOSE:

To ensure that all patients and visitors of Yakima Valley Memorial (YVM) are treated equitably, in a welcoming, nondiscriminatory manner, consistent with applicable state and federal law.

SCOPE: Workforce

This policy applies to all members of the Yakima Valley Memorial workforce, including staff and non-staff working on YVM property.

POLICY:

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

1. **Nondiscrimination.** The YVM Workforce will treat all patients and visitors receiving services from or participating in other programs of Yakima Valley Memorial including its clinics with equality, and in a welcoming manner, that is free from discrimination based on age, race, color, creed, ethnicity, religion, national origin, culture, language, marital status, sex, sexual orientation, gender identity or expression, physical or mental disability, association, whether or not an advanced directive has been executed, socioeconomic status, veteran or military status, or any other basis prohibited by federal, state, or local law.
2. **Notice.** YVM will post a Notice of Nondiscrimination and Language Assistance which describes YVM's commitment to providing access to, and the provision of services, in a welcoming, nondiscriminatory manner, consistent with applicable state and federal law. The Notice states that YVM does not discriminate on the basis of age, race, color, creed, ethnicity, religion, national origin, culture, language, marital status, sex, sexual orientation, gender identity or expression, physical or mental disability, association, whether or not an advanced directive has been executed, socioeconomic status, veteran or military status, or any other basis prohibited by federal, state, or local law. YVM does not exclude people or treat them differently because of age,

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race, color, creed, ethnicity, religion, national origin, culture, language, marital status, sex, sexual orientation, gender identity or expression, physical or mental disability, association, whether or not an advanced directive has been executed, socioeconomic status, veteran or military status, or any other basis prohibited by federal, state, or local law.

3. **Access; Services.** YVM will provide equal access to its facilities and services, and determine eligibility for and provide services, financial aid, and other benefits to all patients, without subjecting any individual to separate or different treatment on the basis of age, race, color, creed, ethnicity, religion, national origin, culture, language, marital status, sex, sexual orientation, gender identity or expression, physical or mental disability, association, whether or not an advanced directive has been executed, socioeconomic status, 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.
4. **Reasonable Accommodations.** YVM-workforce 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. The YVM Notice of Nondiscrimination and Language Assistance provides detail regarding such aids and services, for patients.
5. **Visitation Rights.** The YVM Workforce will afford visitation rights to patients free from discrimination based on age, race, color, creed, ethnicity, religion, national origin, culture, language, marital status, sex, sexual orientation, gender identity or expression, physical or mental disability, association, whether or not an advanced directive has been executed, socioeconomic status, 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. The YVM Patient Visitors policy provides further detail.
6. **Complaints and Grievances.** 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. Complaints will be directed to the Patient Relations department and will be handled according to the Patient Complaint and Grievance Policy.
7. **Compliance.** The Director, Patient and Family Experience serves as the Nondiscrimination Coordinator, whose accountabilities include coordination of efforts to comply with YVM Patient Nondiscrimination Policy and Section 1557 of Affordable Care Act, and its implementing regulations.
8. **No Retaliation.** 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.

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DEFINITIONS:

REFERENCES:

Policy:

Patient Rights and Responsibilities

KEYWORD Indexes:

Patient Rights, Interpreter Services

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| Governing Department: | Safety and Regulatory Compliance | | |
| Sponsor: | Leslie Ayhens Executive Director Quality and Safety | | June 2020 |
| Authored By: | Jennifer Bradley, Director, Patient Relations and Service | Date: | March 2014 |
| Reviewed by: | Policy Reliability Workgroup | Date: | January 2020 |
| Revised By: | Lynda Boggess Director of Risk Management | Date: | December 2021 |
| Approved By: | Policy Committee | Date: | December 2021 |
| Approved By: | | Date: | |
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