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Owner: *Hank Hanigan: Chief Executive Officer*
Policy Area: *Administration*
References:

Patient Nondiscrimination Policy & Procedure

Purpose

To ensure that all patients and visitors of Whitman Hospital and Medical Center (WHMC) are treated equally in a welcoming and nondiscriminatory manner consistent with applicable state and federal law.

Applicability

Hospital Personnel including employees, medical staff members, contracted service providers, volunteers, vendors and any other individuals providing services to or on behalf of Whitman Hospital and Medical Center.

Policy

WHMC will provide equal access to its facilities, services, and visitors in a welcoming and nondiscriminatory manner that respects, protects and promotes patient rights. Equal access includes physical accommodations for disabled persons, nondiscriminatory delivery of benefits, and reasonable aid in accessing electronic health programs.

Definitions

Nondiscriminatory Service: Service to either a patient or visitor that is provided irrespective of age, race, color, creed, ethnicity, religion, national origin, marital status, sex, sexual orientation, gender identity or expression, disability, association, veteran, military status or any other basis prohibited by federal, state or local law.

Procedure

1. **Notice.** Notice will be provided to patients regarding this Nondiscrimination Policy and WHMC's commitment to providing access to and the provision of services in a welcoming, equal and nondiscriminatory manner as defined above. WHMC will provide notices pursuant to Section 1557 of the patient Protection and Affordable Care Act.
2. **Provision of Services.** Hospital Personnel will determine eligibility for and provide services, financial aid and other benefits to all patients in an equal and nondiscriminatory manner as defined above.
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 meaning access to individuals with limited English proficiency.

4. Visitation Rights. Visitation will be offered to patients in the same, nondiscriminatory manner as services are provided and in accordance with the Visitation Policy. Notice of these visitation rights will be given to the patient or the patient's support person at the same time as they receive their overall patient rights.
5. Complaints. Any person who believes that he, she or another person has been subjected to discrimination may file a complaint. Hospital Personnel shall assist in processing the complaint by following the [Patient/Visitor Complaint or Grievance Procedure](#). Any Hospital Personnel receiving this type of complaint patient or visitor discrimination complaint will advise the complaining individual that he or she may report the problem to the Director of Quality and file a complaint without fear of retaliation.

References

Section 1557 of the Patient Protection and Affordable Care Act

Attachments:

[Nondiscrimination Notice.docx](#)

Approval Signatures

Approver

Date

Hank Hanigan: Chief Executive Officer 1/28/2019, 5:56PM EST

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