



Origination 4/3/2014
 Last 11/17/2022
 Approved
 Effective 11/17/2022

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 Sys Dir Clinical
 Risk Mgmt
 Area Risk
 Management
 Applicability PeaceHealth
 Systemwide
 Tags Policy

Non-Discrimination Policy

SCOPE

This policy applies to all PeaceHealth settings and services:

Ambulatory Surgery Center	PeaceHealth Medical Group
Cottage Grove Medical Center	Sacred Heart RiverBend
Ketchikan Medical Center	Sacred Heart University District
Ketchikan Long Term Care	Southwest Medical Center
Peace Harbor Medical Center	St. John Medical Center
Peace Island Medical Center	St. Joseph Medical Center
PeaceHealth Home &Community	System Services Center
PeaceHealth Laboratories	United General Medical Center

PURPOSE

The purpose of this policy is to ensure that all PeaceHealth Patients and visitors are treated in a welcoming, equitable and nondiscriminatory manner, consistent with applicable federal and state laws.

DEFINITIONS

- **Coordinator:** The PH Caregiver who serves as the Section 504 and Section 1557 point person.
- **Equitable:** All individuals have access to high quality, culturally and linguistically appropriate care in a timely manner. Protected class is not a predictor for access and clinical outcomes.

- **Patient:** For the purpose of this policy, patient means an individual receiving care at a PeaceHealth facility or their health care representative.
- **Protected classes:** Age, color, creed, disability, ethnicity, gender, gender identity or expression, marital status, national origin, race, religion, sex, sexual orientation, veteran or military status or any other class prohibited by federal or state law.

POLICY

It is the policy of PeaceHealth, a recipient of federal financial assistance, that Patients are provided with equitable services in a manner that respects, protects, and promotes Patient rights. PeaceHealth does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of age, color, creed, disability, ethnicity, gender, gender identity or expression, marital status, national origin, race, religion, sex, sexual orientation, veteran or military status or any other basis prohibited by federal or state law. This applies in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by PeaceHealth directly or through a contractor or any other entity with which PeaceHealth arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Section 1557 of the Patient Protection and Affordable Care Act of 2010, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, 91, and 92.

- Any Patient or visitor who believes they have been subjected to unlawful discrimination may file a complaint using PeaceHealth's Patient Complaint and Grievance Procedure.
- PeaceHealth does not retaliate against any person who in good faith reports discrimination, files a complaint, or cooperates in an investigation of discrimination.
- PeaceHealth's System Director of Risk Management or their designee, in conjunction with Organizational Integrity, Mission Services, Learning & Development and/or other appropriate departments, is responsible for coordinating compliance with this Policy, including providing appropriate notice of and training to this Policy. The System Director of Risk Management serves as the Section 504 and Section 1557 Coordinator.
- PeaceHealth determines eligibility for and provides services, financial aid, and other benefits to all Patients in a similar manner, without subjecting any individual to Unlawful Discrimination.
- Patients are informed of their right to receive services and visitors whom the Patient designates free from Unlawful Discrimination.
 - PeaceHealth also notifies Patients of their right to withdraw or deny consent for visitors at any time.
 - PeaceHealth affords such visitors visitation privileges consistent with the Patient's preferences and according to PeaceHealth visitor policies and procedures.
- PeaceHealth Caregivers address Patient and/or visitor discrimination complaints by:
 - Advising the complainant that they may report the problem to the facility's System Director of Risk Management/Designee and do so without fear of reprisal.
 - Following PeaceHealth's Patient Complaint and Grievance Policy.

- PeaceHealth makes appropriate arrangements to ensure that persons with disabilities are provided reasonable accommodations if needed to participate in this complaint process.
 - The Section 504/1557 Coordinator is responsible for arranging necessary accommodations.
- The availability and use of PeaceHealth's complaint process does not prevent a person from filing a complaint of discrimination with the U.S. Department of Health and Human Services Office for Civil Rights.
- Any person filing a Section 1557 grievance may appeal the decision(s) of the Section 1557 Coordinator by writing to the Chief Executive (CE) of the facility within 15 days of receiving the Section 1557 Coordinator's decision. The CE issues a written decision in response to the appeal no later than 30 days after its filing.
- Contact Person/Section 504 Coordinator/Section 1557 Compliance Coordinator:
 - PeaceHealth System Director of Risk Management
 - Telephone number: 360-729-1000
 - TDD or State Relay number: 9-711 (TTY)

HELP

Further information may be obtained by contacting your Community Risk Manager.

RELATED MATERIAL

Policies & Procedures:

- [Patient Complaint and Grievance Policy](#)
- [Patient Complaint and Grievance Procedure](#)

Formerly known as document number 900.1.399