Columbia County
HEALTH SYSTEM

Columbia County Health System		
Administration		Ref. No.: 1147 Total Pages: 2
Effective Date:		Subject
Approval: Jon Smiley (CEO) Ted Patterson (Board of Commissioners)		***Patient Nondiscrimination Policy***
		☒ Policy ☒ Procedure ☐ Protocol

Scope: This policy applies to all members of the **Columbia County Health System (CCHS)** 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 **CCHS.**

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

Policy: **CCHS** is dedicated to providing services to patients and welcoming visitors in a manner that respects, protects, and promotes patient rights.

1. **CCHS** Personnel will treat all patients and visitors receiving services from Dayton General Hospital or participating in other programs of **CCHS** 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.

1. **CCHS** 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.

2. **CCHS** 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.

3. 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 **CCHS's** complaint and grievance procedure.

4. **CCHS** 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. **CCHS's Compliance Officer** is responsible for coordinating compliance with this Policy, including giving notice to and training all Hospital Personnel on this Policy.

2. **CCHS** 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. **CCHS** Personnel will provide notices to patients regarding this Nondiscrimination Policy and **CCHS**'s 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, **CCHS** 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. **CCHS** Personnel will also notify patients of their right to withdraw or deny such consent at any time. **CCHS** Personnel will afford such visitors equal visitation privileges consistent with the patient's preferences.

5. Any **CCHS** Personnel receiving a patient or visitor discrimination complaint will advise the complaining individual that he or she may report the problem to **Janet Ihle, Quality Improvement Director/Patient Advocate, ext. 364** and file a complaint without fear of retaliation.