PROVIDENCE Regional Medical Center Everett	**Effective Date:** 3/25/2014 **Revision Date:** **New** ☒ Revised ☐	**Page** **1 of 2**
Subject: Nondiscrimination	**Authorization:** NW Washington Region CEO	

Scope:
This policy applies to all members of the Providence Regional Medical Center Everett workforce, including caregivers (all employees), medical staff members, contracted service providers, and volunteers. It also applies to all vendors, representatives, and any other individuals providing services to or on behalf of Providence Regional Medical Center Everett. All of these groups will be referenced in this policy as "caregivers and representatives."

Purpose:
To ensure that all patients and visitors of Providence Regional Medical Center Everett are welcomed and treated with equality and respect, consistent with our Mission and core values and with applicable federal, state, or local law.

Policy:
Providence Regional Medical Center Everett is dedicated to providing compassionate care, services and support to patients and their visitors, and to creating a welcoming, positive environment for all that respects, protects, and promotes patient rights.

1. Hospital caregivers and representatives will be welcoming to all patients and visitors who are receiving care, services or support from Providence Regional Medical Center Everett and its affiliated clinics and services and will treat everyone with equality. Each interaction should be 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. Hospital caregivers and representatives will inform patients that accommodations are available for special or unique needs consistent with federal and state requirements, and will ensure that such support is made available. 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. Hospital caregivers and representatives will ensure patients receive equal access to quality care and can welcome their visitors, 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. In addition, caregivers will ensure that visitors receive equal visitation privileges consistent with patient preferences and privacy rights.

4. Anyone who believes that they or another person has been subjected to unlawful discrimination, may file a complaint by calling Providence Regional Medical Center

Everett' Quality of Care and Privacy Hotline at 425-261-3550 or the Organizational Quality Department at 425-261-3927

5. Hospital caregivers and representatives are prohibited from retaliating against any person who opposes or complains about or reports discrimination, files a complaint, or cooperates in an investigation of discrimination or other related proceeding under federal, state or local law.

Procedure:

1. Providence Regional Medical Center Everett's Senior Director of Quality & Medical Staff Services is responsible for coordinating compliance with this nondiscrimination policy, including training all caregivers and representatives to uphold the policy.

2. In keeping with our Mission and core values, hospital caregivers and representatives will treat all patients equally when providing services, financial aid, and other benefits. Our caregivers and representatives will ensure every patient has access to the same quality of care, regardless 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. Hospital caregivers and representatives will inform patients about this policy and Providence Regional Medical Center Everett's commitment to serving everyone in a welcoming, nondiscriminatory manner.

4. At the time patients are notified of their patient rights, our hospital caregivers and representatives will also provide information – to the patient or a support person, including an attorney-in-fact, when appropriate – about visitation rights, including any clinical restriction on those rights. The patient will be informed about the right to designate and receive visits from anyone, 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. Visitors can include a spouse or domestic partner regardless of sexual orientation or legal status, another family member, friend, or a legal representative of the patient, such as an attorney-in-fact. Patients will also be informed about their right to withdraw or deny such consent at any time. In addition, caregivers and representatives will ensure every visitor receives equal visitation privileges consistent with patient preferences and privacy rights.

5. Any hospital caregiver or representative who receives a verbal or written discrimination complaint from a patient or visitor should refer that person to Providence Regional Medical Center Everett and provide reassurance that a complaint can be filed without fear of retaliation.