

## ADMINISTRATIVE POLICY



## NON-DISCRIMINATION POLICY

REVISED: 3/17/14

Scope: This policy applies to all members of the **Providence Health Care** 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 **Sacred Heart Medical Center and Children's Hospital; Holy Family Hospital; Mount Carmel Hospital; St. Joseph Hospital**. All of these groups will be referenced in this policy as "caregivers and representatives."

Purpose: To ensure that all patients and visitors of **Sacred Heart Medical Center and Children's Hospital; Holy Family Hospital; Mount Carmel Hospital; St. Joseph Hospital** 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 Health Care** 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 **Sacred Heart Medical Center and Children's Hospital; Holy Family Hospital; Mount Carmel Hospital; St. Joseph Hospital** 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 using **Sacred Heart Medical Center and Children's Hospital; Holy Family Hospital; Mount Carmel Hospital; St. Joseph Hospital** complaint and grievance procedure.

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 Health Care's Compliance Officer/Patient Representative or designee** 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 Health Care'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 **PHC Compliance Officer** and provide reassurance that a complaint can be filed without fear of retaliation.