

Originator: Human Resources  
Original Dates: 2/14, 6/16  
Review/Revision Dates:  
Stakeholders: All Employees, Medical Staff, Contracted Service Providers and Vendors

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### Patient Nondiscrimination Policy

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**Purpose:** To ensure that all patients and visitors of St. Luke's Rehabilitation Institute ("St. Luke's") are welcomed and treated with equality and respect consistent with our Values and with applicable federal, state and local law.

**Policy:** St. Luke's 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. St. Luke's complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. St. Luke's does not exclude people or treat them differently because of race, color, national origin, age, disability or sex. St. Luke's provides free aids and services to people with disabilities to communicate effectively with us, such as qualified sign language interpreters, and written information in other formats (large print, audio, accessible electronic formats, other formats), and provides free language services to people whose primary language is not English, such as qualified interpreters and information written in other languages.

1. Hospital employees, medical staff, contract service providers and vendors (hereinafter "Personnel") will treat all patients and visitors receiving services from or participating in other programs of St. Luke's and its affiliated clinics with equality. Each interaction should be free from discrimination.
2. Hospital Personnel will inform patients that accommodations are available for special or unique needs consistent with federal and state law requirements, and will ensure that such support is made available.
3. Hospital Personnel will ensure patients receive equal access to quality care and can welcome their visitors free from discrimination. In addition, Hospital Personnel will ensure that visitors receive equal visitation privileges consistent with patient preferences and privacy rights.
4. Any person, who believes that he, she, or another person has been subjected to unlawful discrimination, may file a complaint using St. Luke's complaint and grievance procedure.
5. Hospital 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 related proceeding under federal, state, or local anti-discrimination law.

Procedure:

1. I N H S / St. Luke's Section 504 Coordinator in conjunction with the St. Luke's Leadership team is responsible for coordinating compliance with this Policy.

2. Hospital Personnel will determine eligibility for and provide services, financial aid, and other benefits to all patients in an equal and similar manner. Hospital Personnel 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 Personnel will provide notice to patients regarding this Nondiscrimination Policy and St. Luke's commitment to serving everyone in a welcoming, nondiscriminatory manner.
4. At the time patients are notified of their patient rights, Hospital Personnel will also inform each patient, or the patient's surrogate, including the patient's legal representative (i.e., power of attorney, guardian), 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. 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. Hospital Personnel will also notify patients of their right to withdraw or deny such consent at any time. Hospital Personnel will ensure each visitor receives equal visitation privileges consistent with the patient's preferences and privacy rights.
5. Any Hospital Personnel receiving a patient or visitor discrimination complaint will advise the complaining individual that he or she may report the problem to St. Luke's Administrator at (509) 473-6298 in accordance with St. Luke's Complaint and Grievance Policy and Procedure. St. Luke's Administrator will forward all discrimination complaints to INHS/St. Luke's Section 504 Coordinator for investigation. Complaining individuals may also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independent Avenue, SW,  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-868-1019, 800-537-7697 (TDD).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>