



Scope

This policy applies to all caregivers, medical staff members, contracted service providers, volunteers, to all vendors, representatives, and any other individuals providing services to or on behalf of United General Hospital.

Purpose:

To ensure that all United General Hospital patients and visitors are treated with equality, in a welcoming, nondiscriminatory manner, consistent with applicable state and federal law.

Policy:

United General Hospital is dedicated to providing services to patients in a manner that respects, protects, and promotes patient rights.

1. United General Hospital treats all patients receiving services at United General Hospital with equality in a welcoming manner that is free from unlawful 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 applicable federal, state, or local law.
2. United General Hospital informs patients of the availability of and makes 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.
3. United General Hospital affords visitation rights to patients free from unlawful 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 applicable federal, state, or local law and ensures that visitors receive equal visitation privileges consistent with patient preferences and quality and safety standards.
4. 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 United General Hospital's complaint and grievance procedure.
5. United General Hospital does not retaliate against any person who in good faith reports discrimination, files a complaint, or cooperates in an investigation of discrimination.
6. United General Hospital's Corporate Compliance Officer (Quality & Safety Director)/Patient Representative or designee is responsible for coordinating compliance with this policy, including providing appropriate notice of and training on this policy.
7. United General Hospital determines 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 applicable federal, state, or local law.

8. United General Hospital provides notice to patients regarding this nondiscrimination policy and United General Hospital's commitment to providing access to and the provision of services in a welcoming, nondiscriminatory manner.
9. At the time patients are notified of their patient rights, United General Hospital also informs 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 unlawful 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 applicable 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. United General Hospital also notifies patients of their right to withdraw or deny such consent at any time. United General Hospital affords such visitors equal visitation privileges consistent with the patient's preferences.
10. Any United General Hospital caregiver receiving a patient or visitor discrimination complaint will advise the complaining individual that he or she may report the problem to United General Hospital's Director of Risk Management and file a complaint without fear of retaliation. This process follows United General Hospital's Patient Complaint and Grievance policy.