VALLEY GENERAL HOSPITAL TRUE COMMUNITY MEDICINE

Header Information

Policy		Deployment	
Policy Name:	Patient Non-Discrimination	Institution:	Valley General Hospital
Supercedes:		Division:	Hospital
Policy Level:	Hospital wide	Department:	Administration
Owner(s):	Teri Cook/VGH	Contributing Departments:	
Priority:		Manual Name:	
Identification Number:	2.0	Manual Category / Chapter:	
Status:	4. Approved	Restricted to Groups:	
Approval Date:	03/13/2014	Policy Start Date:	03/13/2014
Version Number:	1	Monthly Review Interval:	24
		Policy Review Date:	03/21/2016

Policy

SCOPE
This policy applies to all members of the Valley General Hospital 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 Valley General Hospital ("Hospital Personnel").

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

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

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

2. Hospital 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.

3. Hospital 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.

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 Valley General Hospital'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 proceeding under federal, state, or local anti-discrimination law.

PROCEDURE

1. The Valley General Hospital Compliance Officer or designee is responsible for coordinating compliance with this Policy, including giving notice to and training all Hospital Personnel on this policy.

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

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 the Compliance Officer or Patient Advocate at 360-794-1403 or www.valleygeneral.com and file a complaint without fear of retaliation.

REFERENCES

Washington Administrative Code 246.320.141
Title VI, Section 503, Civil Rights Act

- **Compliance Monitoring**
- **Process Cycle Information**
- **Logs**