



Virginia Mason Medical Center

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**POLICY:**

Patient Nondiscrimination Policy

PURPOSE	To ensure that all patients and visitors of Virginia Mason Medical Center are treated with equality, in a welcoming, nondiscriminatory manner, consistent with applicable state and federal law.
SCOPE	This policy applies to all members of the Virginia Mason Medical Center workforce, including staff and non-staff working on VMMC property.
POLICY	<p>Virginia Mason Medical Center is dedicated to providing services to patients and welcoming visitors in a manner that respects, protects, and promotes patient rights.</p> <ol style="list-style-type: none"><li>1. The VMMC Workforce will treat all patients and visitors receiving services from or participating in other programs of Virginia Mason Medical Center including its 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.</li><li>2. Staff 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.</li><li>3. Staff 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.</li><li>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 the Virginia Mason Medical Center complaint and grievance procedure.</li><li>5. Staff 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.</li></ol>
DEFINITIONS	<b>Non-staff:</b> individuals working on VMMC property who are not VMMC employees including Community Providers, Consultants, Contractors, Health Care Workers, Independent Contractors,

	<p>Observers, Students, Temporary Agency Staff, Vendors and Volunteers.</p> <p><b>Staff:</b> employees of VMMC to whom VMMC issues IRS Forms W-2, including employed professional staff.</p> <p><b>Shall/Will:</b> indicates that staff must comply with the action(s) described or defined.</p> <p><b>Should/May:</b> indicates that staff may use his/her own judgment regarding compliance with the actions described or defined.</p> <p><b>Workforce:</b> all individuals working on VMMC property, including staff and non-staff.</p> <p>VMMC: Virginia Mason Medical Center</p>
RELATED DOCUMENTS	Patient Rights and Responsibilities
SPONSOR TITLE	Charleen Tachibana, Senior Vice President and Chief Nursing Officer
AUTHOR TITLE	Jennifer Bradley, Director, Patient Relations and Service
GOVERNING DEPARTMENT	Safety and Regulatory Compliance
NAME OF POLICY MANUAL	Organizational
IMPLEMENTATION & MONITORING PLAN	V-Net (Policies & Standards), News Briefs
NEXT REVIEW DATE	March 2019
SEARCH KEYWORDS	Patient Rights, discrimination, harassment, nondiscrimination

**APPROVING BODY and POLICY APPROVAL DATE:**

(Include all required approving bodies i.e., Individual Committees and/or Boards and original and historical review and approval dates)

Approved by:	Date:
Sr. Council	3/20/2014