

## Patient Non Discrimination

Administration

11585

(Rev: 0)Official

### POLICY:

It is the policy of Willapa Harbor Hospital to ensure that all patients and visitors are treated with equality, in a welcoming, nondiscriminatory manner, consistent with applicable state and federal law.

This policy applies to all members of the Willapa Harbor Hospital's 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 Willapa Harbor Hospital.

Willapa Harbor 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 Willapa Harbor 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.

#### a. Limited English Speaking Persons

It is the policy of the hospital to provide access to translation services to patients needing such assistance.

If a translator is needed, staff is to inquire whether a competent family member or personal representative with good understanding of the English Language can accompany the patient. If this is not a possible or reasonable option (including issues of patient confidentiality), staff will obtain services from:

- i. Bilingual staff member if available
- ii. The interpreter line at 1-800-535-7749 account #8525

#### b. Sensory Impaired Persons

Visually impaired persons seeking care will be provided with private assistance from a staff member who will verbally explain the services offered and practice policies. The patient will be given printed materials with assistance from a staff member. Patients will be encouraged to call the office if they need any further clarification or assistance in understanding the services offered or practice policies. Staff members will assist these patients with completion of any forms. This assistance will be provided in a manner that insures the patient's privacy, such as completion of forms in an exam room, instead of in the public waiting area.

#### c. Hearing Impaired Persons

Hearing impaired persons seeking care will be provided with private assistance from a staff member who will provide written copies of the services offered and practice policies. All of our services are accessible to and usable by disabled persons, including persons who are deaf, hard of hearing, or blind, or who have other sensory impairments. Access features include:

- i. Convenient off-street parking designated specifically for disabled persons.
- ii. Curb cuts and ramps between parking areas and buildings.
- iii. Level access into first floor level
- iv. Fully accessible bathrooms, patient treatment areas, including examining rooms.
- v. A full range of assistive and communication aids provided to persons who are deaf, hard of hearing, or

blind, or with other sensory impairments. There is no additional charge for such aids.

- o A twenty-four hour (24) telecommunication device (TTY/TDD) which can connect the caller to all extensions within the facility and/or portable (TTY/TDD) units, for use by persons who are deaf, hard of hearing, or speech impaired.
  - vi. If you require any of the aids listed above, please let the receptionist or your nurse know.
  - vii. Staff will communicate with pad and pencil to respond to any questions or to provide instructions.
- d. Patients requesting appointments for non-emergent care will be instructed to contact the hospital with assistance from a friend or family member or to write the office with their request. A response is to be returned the day of receipt. Patients needing emergency care will be instructed to contact the hospital or local emergency services. The staff will notify the hospital and local emergency services that a patient is enrolled for care that may need assistance. This notification will consist of the patient's name, address, nature of illness (if appropriate, such as "severe diabetic") and the name of an individual who is usually available to assist the patient (such as a relative or neighbor).

The following numbers can be accessed from any hospital phone.

**By dialing 9 you get an outside line**

- 9 -7-1-1 (In State)
- 9-1-800-833-6388 (TTY)
- 9-1-800-833-6384 (Voice)
- 9-1-800-833-6386 (VCO)
- 9-1-877-833-6341 (STS)
- 9-1-800-833-6385 (Telebraille)
- 9-1-877-833-6399 (Spanish TTY)

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 Willapa Harbor 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:**

A notice of Non-discrimination will be posted in the hospital identifying the contact for discrimination complaints.

1. Willapa Harbor Hospital's Corporate Compliance Officer 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 Willapa Harbor 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 Willapa Harbor Hospital's Corporate Compliance Officer at 360-875-4566 and file a complaint without fear of retaliation.

## Referenced Documents

Reference Type	Title	Notes
<b>Signed by</b>	( 03/05/2014 ) Phil Hjembo, CFO ( 03/06/2014 ) Carole Halsan, Chief Executive Officer ( 03/10/2014 ) Terry Stone, Compliance Officer	
<b>Effective</b>	03/10/2014	<b>Document Owner</b> Funkhouser, Krisy

*Paper copies of this document may not be current and should not be relied on for official purposes. The current version is in Lucidoc at .*

*<https://www.lucidoc.com/cgi/doc-gw.pl?ref=whh:11585>*

## POLICY:

It is the policy of Willapa Harbor Hospital to ensure that the patient has the right to considerate and respectful care.

### MISSION STATEMENT

Willapa Harbor Hospital, in partnership with our physicians, provides state of the art, personalized diagnostic and medical treatment as well as health education to individuals who seek or need quality health care services.

### Vision:

Working together for a healthier community

## PROCEDURE:

### YOUR HEALTH CARE TEAM

WHH's health care team consists of physicians, nurses, other health care professionals, and students of the health sciences, all of whom provide needed diagnostic treatment and patient care services of the highest standards. Each patient has an attending physician who has primary responsibility for the patient's medical care.

### PATIENT RIGHTS

At WHH we are committed to respecting the rights of patients. We respect your role in making decisions about medical treatment and other aspects of your care.

Staff is committed to providing access to health care regardless of race, gender, sexual orientation, national origin, religion, or ability to pay for medical care. Staff is sensitive to patients' cultural, linguistic, ethnic, and religious backgrounds, as well as to age and physical impairments.

We believe that we can best serve you by working together as a team to build trust among patients, their families and loved ones, doctors, nurses and other caregivers. WHH affirms the following patient rights for all adults, adolescents, children and infants, as well as for the parents or legal guardians of patients, who come to us for care.

- You have the right to considerate, respectful, and appropriate care.
- You have the right to obtain from caregivers complete, current, and clear information concerning diagnosis, treatment, and the probable course and outcome of a condition.
- You should have the opportunity to request and discuss additional information related to the proposed procedures and/or treatments.
- You should also be informed of the benefits, risks, and recovery time. (This right may be temporarily waived during a medical emergency when there is an urgent need for treatment and you are incapable of making such decisions.)
- You have the right to know the names of caregivers, particularly the physicians and nurses who are coordinating your care.
- You have the right to make decisions about your treatment before and during that care, and to give or withhold informed consent to any proposed medical procedure or treatment.
- You have the right to refuse a recommended treatment or plan of care, to the extent that is permitted by law, and to be informed of any medical consequence of this decision.
- You have the right to receive an itemized explanation of the bill for the services rendered in the hospital.
- If you are an adult, which WHH policy defines as one who is at least 18 and has the capacity to make health care decisions, you have the right to make your wishes known about the extent of treatment you would desire if you became unable to communicate those wishes. This communication is called an advance directive.

### Two commonly used advance directives are:

1. A health care directive (living will), in which you communicate orally or in writing the specific treatment desired if you later cannot communicate these wishes.
2. A durable power of attorney for health care, in which you designate another person to make decisions about your health care if you become unable to do so.

You have a right to expect WHH to honor the intent of the directive to the extent permitted by law and WHH policy.

- You have the right to privacy. WHH staff will make every effort to protect your privacy during case discussion, consultation, examination, and treatment.
- You have the right to expect that all communications and records relating to your care will be treated as confidential by WHH as required by law. You have the right to expect that WHH will emphasize the importance of confidentiality of patient information when it allows entitled parties to review your records.
- You have the right to have access to your medical records and to have this information explained as necessary, except when doing so is restricted by law.
- You have the right to expect that within its capacity, WHH will make a reasonable response to any patient request for services. WHH must provide evaluation, service, and/or referral as indicated by the urgency of the case.
- You may be transferred to an other facility when medically appropriate and legally permissible only after you are provided complete information about the need for and the risks, benefits, and alternatives to such a transfer. WHH must obtain approval from the other facility before you can be transferred.
- You have the right to expect reasonable continuity of care and to be informed by caregivers of available and realistic options when care at WHH is no longer appropriate.
- You have the right to be free from restraint and seclusion in any form when used as a means of coercion, discipline, convenience, or retaliation.
- You have the right to safety and freedom from all forms of abuse or harassment.

## **PATIENTS RESPONSIBILITIES**

We believe you share in the responsibility for your own care.

- You have the responsibility to provide complete and accurate information (e.g., information about past illnesses, medications, advance directives, and other health-related matters). You should report any changes in your condition to those caring for you.
- You have the responsibility to participate in discussions and ask questions about your care.
- You are responsible for letting caregivers know whether you understand a proposed care plan and what is expected of you.
- You are responsible for following the treatment plan to which you agreed.
- You have the responsibility to be on time for scheduled appointments, or to notify WHH when you cannot.
- You are responsible for following WHH procedures regarding your care and conduct. You may not disturb other patients and may not disrupt or interfere with care provided to other patients and the operations of the hospital.
- You must respect the rights of others.
- You have the responsibility to let your caregivers know if you have concerns or complaints about any aspect of your care. You should report concerns to your doctor, nurse, or any other member of your health care team. At WHH, everyone is your advocate.

## **GRIEVANCE PROCESS**

Patients, families or visitors have the right to express complaints or concerns about any aspect of their care or experience at WHH.

Complaints or concerns may be made to any staff member or by contacting the Risk Manager at 360-875-4513.

You may also call the State Department of Health Hot Line at 1-800-633-6828.

Please be assured that expressing a complaint or concern will not compromise your care at WHH.

## **ORGAN DONATION**

Organ donation programs let you give someone else the opportunity for a better life. State law lets you make the decision about being an organ donor while you are still living, and permits caregivers to ask your family for permission to donate your organs after death. One way to make known you desire to be an organ donor is when you renew your Washington state driver's license. You may also do this in a Durable Power of Attorney for Health Care or in a Living Will.

## **Notice to Patients**

Physicians may not be in the hospital 24 hours per day, seven days per week. However, when physicians are not in the hospital, we do have physicians on-call and available to respond to any medical emergencies within a short period of time. If a medical emergency occurs while physicians are not in the hospital, well trained registered nurses and other healthcare professionals are always available in the hospital and can provide immediate medical attention to anyone in need.

## Referenced Documents

Reference Type	Title	Notes
<b>Signed by</b> ( 03/18/2014 ) Carole Halsan, Chief Executive Officer		
<b>Effective</b> 03/18/2014	<b>Document Owner</b>	Funkhouser, Krisy

*Paper copies of this document may not be current and should not be relied on for official purposes. The current version is in Lucidoc at .*

*<https://www.lucidoc.com/cgi/doc-gw.pl?ref=whh:10968>*