

Lincoln County Public Hospital District No. 1 d.b.a.
Odessa Memorial Healthcare Center
Department: Administration
Title: Patient Non-Discrimination Policy
Reviewed/Revised: January 2022

POLICY

Scope: This policy applies to all members of the Odessa Memorial Healthcare Center 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 Odessa Memorial Healthcare Center (“Hospital Personnel”).

Purpose: To ensure that all patients and visitors of Odessa Memorial Healthcare Center are treated with equality, in a welcoming, nondiscriminatory manner, consistent with applicable state and federal law.

Policy: Odessa Memorial Healthcare Center 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 Odessa Memorial Healthcare Center 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.
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 Odessa Memorial Healthcare Center’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. 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.
2. Hospital Personnel will make notices available to patients regarding this Nondiscrimination Policy and Odessa Memorial Healthcare Center’s commitment to providing access to and the provision of services in a welcoming, nondiscriminatory manner.
3. 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 Administrator and file a complaint without fear of retaliation.