# Title: PATIENT NONDISCRIMINATION

## Scope:
This policy applies to every MultiCare Health System (MHS) staff member, including employees, employed physicians, medical staff members, contracted services staff, and volunteers, and to all vendors, representatives, and any other individuals providing services to or on behalf of MultiCare Health System (“MHS Personnel”).

## Location Scope:
MultiCare Health System adopts the following policy and procedure for the following locations, which includes but is not limited to Tacoma General Hospital/Allenmore Hospital, Mary Bridge Children’s Hospital, Good Samaritan Hospital, Auburn Medical Center, Deaconess Hospital, Valley Hospital, Covington Medical Center, all ambulatory and retail sites and all administrative and support department.

## Policy Statement:
MHS does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of race, color, creed, religion, age, disability, national origin, marital status, sex (including pregnancy), sexual orientation, gender identity or expression, veteran or military status, or any other basis prohibited by federal or state law in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by MHS directly or through a contractor of any other entity with which MHS arranges to carry out its programs and activities.

This policy applies to MHS Personnel’s interactions with patients, vendors, guests, and visitors of MHS. For questions regarding employment discrimination involving MHS, please see the MHS Policy and Procedure “Equal Employment Opportunity and Employment Law.”

For questions call the Corporate Compliance Hotline at (253) 459-8300

## Procedure:
MHS Personnel will:

1. Treat all patients and visitors receiving services from or participating in other programs of MHS, with equality in a welcoming manner that is free from discrimination based on race, color, creed, religion, age, disability, national origin, marital status, sex (including pregnancy), sexual orientation, gender identity or expression, veteran or military status, or any other basis prohibited by federal or state law.

2. Provide notices to patients regarding this Nondiscrimination Policy and MultiCare Health System’s commitment to providing access to and the
3. 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.

4. Afford visitation rights to patients free from discrimination, and will ensure that visitors receive equal visitation privileges consistent with patient preferences. At the time patients are notified of their patient rights, Hospital Personnel will also inform patient, or 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 patients consent, to receive visitors whom the patient designates.

5. 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 of the basis of race, color, creed, religion, age, disability, national origin, marital status, sex (including pregnancy), sexual orientation, gender identity or expression, veteran or military status, or any other basis prohibited by federal or state law.

**Special Instructions:**

Any person who believes they or any specific class of individuals have been subjected to prohibited discrimination, such person may file a complaint under MHS’ Patient Grievance Procedure.

The availability and use of this grievance procedure does not prevent a person from filing a complaint of discrimination with the U.S. Department of Health and Human Services, Office for Civil Rights.

No person will suffer retaliation for reporting discrimination, filing a complaint or cooperating in an investigation of a discrimination complaint.

**Related Policies:**

MHS P & P: "Equal Employment Opportunity and Employment Law"
MHS P & P: “Employee Complaint/Grievance Procedure”
MHS P & P: "Patient Grievances”

**References:**

Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, Section 1557 if the Patient Protection and Affordable Care Act and Regulations of the U.S. Department of Health and Human Services issued pursuant to:

2. 45 C.F.R. § 84 (2012) – Enforcement of nondiscrimination on the basis
of handicap in programs or activities conducted by the Department of Health and Human Services.

3. 45 C.F.R. § 91 (2012) – Nondiscrimination on the basis of age in programs or activities receiving Federal financial assistance from HHS.


**Point of Contact:**
Risk and Compliance Officer, (253) 403-1343

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<td>SKRB on behalf of CMC MEC Quality Safety Steering Council</td>
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| Reviewed with no Changes Dates: | none |

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Scope updated (added CMC only) April, 2018.
8/2019 – Update scope only so all Corporate Compliance scopes have the same language.