



Policy Area: Compliance

Policy Holder: Compliance Officer

Nondiscrimination Policy

Purpose: To ensure that all patients and visitors of Coulee Medical Center are treated with equality, in a welcoming, nondiscriminatory manner and consistent with applicable state and federal laws.

Policy: Coulee Medical Center is committed to ensuring that our patients and visitors are treated with a non-discriminant and equitable manner, and with the respect and dignity that promotes and protects patient rights and is consistent with applicable state and federal law.

1. CMC staff will treat all patients and visitors receiving services from or participating in other programs of CMC 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. CMC staff will make reasonable accommodations for patients consistent with federal and state requirements.
3. CMC 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.
4. Any person who believes that they or another person has been subjected to discrimination may file a complaint using CMC's complaint and grievance procedure.
5. CMC 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 antidiscrimination law.

Procedure:

1. **CMC Compliance Officer, or designee, is responsible for coordinating compliance with this policy, including giving notice to and training all CMC staff on this policy.**
2. **CMC staff will determine eligibility for and provide services, charity care, 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 or basis prohibited by federal, state, or local law.**
3. **CMC staff will provide notices to patients regarding this policy and CMC's commitment to providing access to the provision of services in a welcoming, nondiscriminatory manner.**

The electronic version of this policy is the only active version of this document.

Please view the current version on <https://coulee.ellucid.com>.



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4. At the time patients are notified of their patient rights, CMC staff will also inform each patient, or support person, of the visitation rights, including clinical restriction of 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, another family member, friend, or legal representative of the patient. CMC staff will notify patients of their right to withdraw or deny consent at any time.
5. Any CMC staff receiving a patient or visitor discrimination complaint will advise the complainant may report the problem and file a complaint without fear of retaliation.

Note: Any updates to this policy shall be updated on CMC website as well as submitted to the DOH at www.doh.gov within 30 days of any changes or additions to this policy; updates will be made to the CMC website and submitted to the DOH website as required by WAC 246.320.141. The DOH website for submission is hospitalpolicies@doh.wa.gov

References: WAC 246.320.141



Notice of Nondiscrimination

Discrimination is Against the Law

Coulee Medical Center complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex (consistent with the scope of sex discrimination described at 45 CFR § 92.101(a)(2)). Coulee Medical Center does not exclude people or treat them less favorably because of race, color, national origin, age, disability, or sex.

Coulee Medical Center:

- Provides people with disabilities reasonable modifications and free appropriate auxiliary aids and services to communicate effectively with us, such as:
 - Qualified sign language interpreters
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language assistance services to people whose primary language is not English, which may include:
 - Qualified interpreters
 - Information written in other languages

If you need reasonable modifications, appropriate auxiliary aids and services, or language assistance services, contact Melissa Dunlap, Civil Rights Coordinator.

If you believe that Coulee Medical Center has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Melissa Dunlap RN
Patient Advocacy & Safety
Quality & Risk Management
509-633-6378 office
509-449-1552 mobile
dunlapm@cmccares.org

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Melissa Dunlap is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

This notice is available a Coulee Medical Center's website: <https://cmccares.org>