



Entity(s): Adventist Health Corporate

Network:

System-Wide Corporate Policy
Corporate Policy No.

Standard Policy

Model Policy

Entity(s) Model Policy No. 11828

Department: Adventist Health

Manual:

MODEL POLICY: NON-DISCRIMINATION POLICY

POLICY SUMMARY/INTENT:

Adventist Health does not discriminate or treat people differently because of their ability to pay, age, ancestry, color, creed, culture, disability, gender identity or expression, language, marital status, medical condition, national origin, race, registered domestic partner status, religion, sex, pregnancy, sexual orientation, socioeconomic status, transgender status, type of insurance, or veteran's status. We are committed to ensuring all patients are treated with equality, in a welcoming, nondiscriminatory manner consistent with state and federal law.

DEFINITIONS:

1. **Access to Care** – “having the timely use of personal health services to achieve the best health outcomes” (IOM, 1993)

AFFECTED DEPARTMENTS/SERVICES:

1. All patient care areas are affected by this policy
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POLICY: COMPLIANCE – KEY ELEMENTS

A. **Free Aids and Services for Communication** - Adventist Health provides free aids and services:

1. For people with disabilities to communicate effectively with us, including but not limited to:
 - a) Qualified sign language interpreters,
 - b) Written information in other formats such as: large print, audio, accessible electronic formats.

2. For people whose primary language is not English:

- a) Qualified interpreters, and/or
- b) Information written in other languages.

- B. **Access to Care** – Patients will receive treatment appropriate to their diagnosis and based on medical necessity, upon the orders of a qualified healthcare provider.
- C. **Non-Discrimination** - Adventist Health entities will provide an environment for patients that is free from discrimination and will not exclude or treat people differently because of their ability to pay, age, ancestry, color, creed, culture, disability, education, gender identity or expression, language, marital status, medical condition, national origin, race, registered domestic partner status, religion, sex, pregnancy, sexual orientation, socioeconomic status, transgender status, type of insurance, or veteran's status, when delivering care, treatment, services and benefits for inpatients and outpatients, including assignments or transfers within an entity and referrals to or from an entity directly or through contractual or other arrangements.
- D. **Room Assignments:** Room assignments for admitted patients will be based on gender identity. Disputes and/or concerns will be directed to the complainant's immediate care givers.
- E. **Filing a Complaint:** Inpatients and outpatients who believe that Adventist Health has failed to provide these services or discriminated in another way, can file a complaint with the entity where it occurred. (For assistance with this, please see Attachment A for the appropriate entity contact).

- 1. A civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, can be electronically filed 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>.

F. **For communication of this policy to patients:** refer to Attachment A

Note: Adventist Health entities permit their healthcare professionals to opt-out of participating in services that violate their conscience or values. Entities can arrange for other healthcare professionals to deliver care to the patient.

ATTACHMENT A:

NON-DISCRIMINATION POLICY - PATIENTS

As a recipient of Federal financial assistance, Adventist Health will provide an environment for patients that is free from discrimination and will not exclude or treat people differently because of their ability to pay, age, color, creed, culture, disability, gender identity or expression, language, marital status, national origin, religion, sex, pregnancy, sexual orientation, socioeconomic status, transgender status, type of insurance, or veteran's status, when delivering care, treatment, services and benefits for inpatients and outpatients, including assignments or transfers within the facility and referrals to or from the facility directly or through contractual or other arrangements.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91.

In case of questions, please contact your local compliance officer.

REFERENCES:	IOM, 1993 – Access to Care Definition FEDERAL: CMS §482.10; §482.13; Title VI of the Civil Rights Act of 1964; Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91. Title III of the Americans with Disabilities Act and Section 50; JOINT COMMISSION: RI.01.01.01 EP 04, EP 05, EP 06, EP29; RI.01.07.01 EP10-(CAH); RI.01.01.03, PC.02.01.21
CALIFORNIA:	Title 22; §70715; §70707c
HAWAII:	Title 11-93.26.a
OREGON:	ORS 413.552(3)
WASHINGTON:	WAC 246.320.141, 246.320.131
CORPORATE AUTHOR:	Assistant Vice President
SITE SPECIFIC POLICY OWNER:	Not applicable
COLLABORATION:	Professional Assistant III Assistant Vice President Director, Accreditati, Regulat VP Risk Mgmt, Chief Risk Offic
APPROVED_BY:	
CORPORATE:	(10/21/2016) Clinical Transformation Executive Council (CTEC) , (10/25/2016) Executive Cabinet (EC) ,
HOSPITAL:	Not applicable
INDIVIDUAL:	
REVIEW DATE:	
REVISION DATE:	03/10/2017,
NEXT REVIEW DATE:	

ATTACHMENTS:
(REFERENCED BY THIS
DOCUMENT)

<http://www.hhs.gov/ocr/office/file/index.html>
<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

OTHER DOCUMENTS:
(WHICH REFERENCE THIS
DOCUMENT)

DISTRIBUTED TO:

Refer to **AFFECTED DEPARTMENTS/SERVICES** above