

## Patient Nondiscrimination Policy and Procedure

### Purpose

To ensure that all patients and visitors of Astria Sunnyside Hospital are treated with equality, in a welcoming, nondiscriminatory manner, consistent with applicable state and federal law

### Audience

All Staff

### Key Concepts and Terms

Discrimination- an act or instance of discriminating, or of making a distinction. Treatment or consideration of, or making a distinction in favor of or against, a person or thing based on the group, class, or category to which that person or thing belongs rather than on individual merit

### Policy

Astria Sunnyside 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 Astria Sunnyside Hospital and its affiliated clinics with equality in a welcoming manner that is free from discrimination based on ability to pay, 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; because the individual is unable to pay for the health care services; or because payment for those services would be made under Medicare, Medicaid, or the Children's Health Insurance Program (CHIP).

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| Department: Astria Health Center<br>Policies, Quality | Document Owner: | Effective Date: Date Approved |
| 7142                                                  | Approved By:    |                               |
| Version :3                                            | 01/19/2025      | Pages:                        |

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 and sign language interpretation will be made available for hearing impaired patients.
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 Astria Sunnyside 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**

1. Astria Sunnyside Hospital's 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 Astria Sunnyside 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, 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 the Compliance Officer and file a complaint without fear of retaliation.

### **Implementation/Education Plan**

Review Policy with Staff through PolicyTech annually; post in all patient areas and on hospital website

### **Related Documents**

Complaint and Grievance Policy [Pt Complaints and Grievance Policy and Procedure](#)

### **References:**

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.

*Non-Discrimination Policy* . (2014, 02 19). Retrieved from Washington State Hospital Association: <http://www.wsha.org/bulletinDetails.cfm?EID=6900>

**NOTE: Revision Requirements:**

If any revisions are made to the substance of this policy and procedure, a copy of the revision shall be submitted to the Department of Health within thirty days after the changes are approved. This is in reference to subsection (5) of WAC 246-320-141(7).