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TITLE: Patient Nondiscrimination Policy		Implementation Date: 3/12/2014 Revised Date: Readopted by RCCH Trios Health, LLC: 8/18			
APPROVED: (Signed) <u>Signature on File</u> (Typed) John Solheim, CEO Date: 8/2018	Reviewed by:	Linda Bluhm			
	Date:	3/12/14			

I. PURPOSE STATEMENT

To ensure that all patients and visitors of Trios Health are treated with equality, in a welcoming, nondiscriminatory manner, consistent with applicable state and federal law.

II. SCOPE

This policy applies to all members of the Trios Health 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 Trios Health (“Hospital Personnel”).

III. POLICY

A. Trios Health 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 Trios Health 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. 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.



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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 Trios Health'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.

IV. PROCEDURE

- A. Trios Health's **Corporate Compliance Officer/Patient Representative or designee** is responsible for coordinating compliance with this Policy, including giving notice to and training all Hospital Personnel on this Policy.
- B. 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.
- C. Hospital Personnel will provide notices to patients regarding this Nondiscrimination Policy and Trios Health's commitment to providing access to and the provision of services in a welcoming, nondiscriminatory manner.
- D. At the time patients are notified of their patient rights, Hospital Personnel will also inform each patient, or the 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 patient's consent, to receive visitors whom the patient



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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.

- E. Any Hospital Personnel receiving a patient or visitor discrimination complaint will advise the complaining individual that he or she may report the problem to Trish Mendoza at 509-586-5823 or trish.mendoza@trioshealth.org and file a complaint without fear of retaliation.

V. IMPLEMENTATION AND TRAINING PLAN

- A. New and revised policies will be sent via email to all employees with an email address. Each department manager will ensure that those employees without a Trios Health email address are notified of new and revised policies that are pertinent to their position.
- B. Employees will be shown how to access policies on the Trios Health policy site during the orientation process.

VI. REFERENCE SECTION

- A. References: WAC 246-320-141 (5), (a), (b), (c), (d) Patient rights and organization ethics
- B. Distribution: Trios Health, Trios Medical Groups
- C. Supersedes: New
- D. Prepared/Updated by: Linda Bluhm, Director of Quality Improvement
- E. Reviewed by: Policy and Procedure Committee, Board of Commissioners
- F. Approved by: Glen Marshall
- G. Joint Commission or Other Regulatory Body: WAC 246-320-141