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## Policy : Nondiscrimination in Provision of Healthcare Services

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### PURPOSE:

To assure that:

- No person shall be discriminated against at EvergreenHealth on the basis of age, race, color, creed, ethnicity, religion, national origin, marital status, sex, sexual orientation, gender, gender identity or expression, disability, veteran or military status, the need to use a trained guide dog or service animal, or on any other basis prohibited by federal (section 1557 of the Affordable Care Act), state, or local law.
- All persons in need receive necessary health care services insofar as EvergreenHealth is able to provide such.
- No person shall be discriminated against in regard to benefits or services to which such person may be entitled.

### POLICY:

EvergreenHealth shall provide necessary health care services to persons in need to the extent such person may be entitled to same and such services are available at EvergreenHealth.

EvergreenHealth affords visitation to patients free from discrimination and will ensure that all visitors are able to visit patients consistent with a patient's medical needs, the nature of the healthcare services being provided and the patient's preferences. Visitors may include a spouse, state registered domestic partner (including same-sex state registered domestic partner), another family member, or friend. Patients may withdraw or deny visitation to any person at any time. EvergreenHealth personnel will afford visitors equal visitation privileges consistent with a patient's preferences and medical needs.

Any person who believes that he, she, or another person has been subjected to discrimination which violates this Policy may file a complaint using EvergreenHealth's complaint and grievance procedure. (See Patient Complaints & Grievances, Resolution)

EvergreenHealth personnel will not retaliate against any person who reports suspected or perceived discrimination, files a complaint, or cooperates in an investigation of alleged discrimination.

### PROCEDURE:

#### Responsibilities:

1. Directors, Managers, Supervisors, and staff shall be responsible for implementing and complying with Equal Opportunity, American with Disabilities Act, Rehabilitation Act of 1973 and other federal and state statutes and regulations as applicable to the provision of healthcare and related services.
2. Any EvergreenHealth personnel receiving a patient or visitor allegation of discrimination will advise the complaining individual that he or she may report the problem to Patient Relations at (425) 899-2267 and may file a complaint without fear of retaliation.
3. The Chief Compliance Office services as the Compliance Coordinator as required by Section 1557 of the Affordable Care Act.

#### Healthcare Services:

1. In providing healthcare services, EvergreenHealth shall not:
  - a. Deny a qualified disabled person benefits or services to which he or she is entitled;

- b. Deny a qualified disabled person an opportunity to receive benefits or services that are offered to others;
  - c. Provide a qualified disabled person with benefits or services that are not as effective as the benefits or services provided to others;
  - d. Provide benefits or services in a manner that limits or has the effect of limiting the participation of qualified disabled persons; or
  - e. Provide different or separate benefits or services to disabled persons except where necessary to provide qualified disabled persons with benefits and services that are as effective as those provided to others.
2. Limited English Proficient (LEP) individuals shall be advised of their right to receive appropriate interpreter or auxiliary services at no cost to them. (See Interpretation Program)
  3. A notice regarding non-discrimination in admission or access to, or treatment in, its programs and activities shall be provided to patients in the form of “The EvergreenHealth Patient and Client Bill of Rights.”
  4. Qualified disabled persons, including those with impaired sensory or speaking skills, will receive effective notice consistent with their disability concerning consent to treatment and/or waivers of rights.
  5. A statement shall be printed on materials/pamphlets that informs District residents that, when timely requested by a disabled individual, EvergreenHealth will make a good-faith attempt to provide reasonable accommodation to a person with a disability so as to provide access to services, seminars and classes offered by EvergreenHealth.
  6. Appropriate and reasonably available auxiliary aids shall be provided to persons with impaired sensory, manual, or speaking skills, when necessary to afford such persons an equal opportunity to services and/or benefits.
  7. There shall be a grievance procedure that provides for prompt and equitable resolution of complaints from all persons who may allege discrimination or a violation of this Policy.

### **Physical Facility and Program Accessibility:**

1. No qualified disabled person shall be denied the benefit of, be excluded from participation in, or otherwise be subjected to discrimination under any program or activity because of EvergreenHealth’s facilities being inaccessible to or unusable by disabled persons.
2. EvergreenHealth shall, through the elimination of physical obstacles or through other methods, operate programs and activities which, when viewed in their entirety, are readily accessible to disabled persons.
3. Each facility or part of a facility designed, constructed, altered by, on behalf of, or for the use of EvergreenHealth, shall be designed or constructed in such manner that the facility or part of the facility is readily accessible to and usable by disabled persons.
4. To meet accessibility requirements, EvergreenHealth shall strive to design, construct, and alter its facilities so as to conform to all statutory and regulatory requirements and building standards that provide for accessibility for persons with disabilities as may be applicable at the time of such design, construction and/or alteration.

### **REFERENCED DOCUMENTS in Lucidoc:**

[HHS.GOV Section 1557 of the Patient Protection and Affordable Care Act | HHS.gov](#)

[Patient and Client Bill of Rights](#)

[Patient Complaints & Grievances, Resolution of](#)

[Interpretation Program](#)

### **REFERENCED DOCUMENTS in PolicyTech:**

Patient Rights and Responsibilities

Patient Complaints & Grievances

Interpreter/Translation Services

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**Attachments:**  
(REFERENCED BY THIS DOCUMENT) Interpretation Program  
Patient Complaints & Grievances, Resolution of  
Patient Rights Brochure  
Patient Rights and Responsibilities  
Section 1557 of the Patient Protection and Affordable Care Act | HHS.gov

**Other Documents:**  
(WHICH REFERENCE THIS DOCUMENT) Patient Access  
Patient Access

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*<https://www.lucidoc.com/cgi/doc-gw.pl?ref=everg5:10093>.*