



Newport Hospital and Health Services

714 W. Pine Street, Newport, WA 99156 • (509) 447-2441
www.NewportHospitalAndHealth.org

TITLE: Patient Non Discrimination	Reference #
DEPARTMENT: District Wide	OWNER (Title): Corporate Compliance Officer
Section : Compliance	CREATION DATE: 3/1/2014
DOCUMENT CLASSIFICATION: Policy/Procedure	PAGE 1 OF 2

Policy Statement:

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

This policy applies to all members of the Newport Hospital and Health Services workforce, including employees, medical staff members, contracted service providers, volunteers, and any other individuals providing services to or on behalf of Newport Hospital and Health Services ("Hospital Personnel").

Purpose:

Newport Hospital & Health Services 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 Newport Hospital & Health Services 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, the hospital will attempt to make reasonable accommodations to provide language interpretation services for non-English speaking patients and sign language interpretation 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 formal complaint using Newport Hospital and Health Services Corporate Compliance Resolution Line at 844-718-6401.
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.



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Procedure:

1. Newport Hospital & Health Services Corporate Compliance Officer or designee 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 Newport Hospital & Health Service'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, 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 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, 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 Corporate Compliance Officer, Steven Taylor, at 509-447-6280 or anonymously report using the Corporate Compliance Resolution Line at 844-718-6401, or by logging onto the secure compliance website at Mycompliancereport.com and using the facility code: NHH and file a formal complaint without fear of retaliation.