



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 4

POLICY: Newport Hospital & Health Services (NHHS) is dedicated to providing services to patients and welcoming visitors in a manner that respects, protects, and promotes patient rights.

Newport Hospital & Health Services complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, creed, ethnicity, religion, national origin, age, 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. NHHS Personnel will treat all patients and visitors receiving services from or participating in other programs of Newport Hospital & Health Services and its affiliated businesses with equality in a welcoming manner that is free from discrimination.

NHHS Personnel will inform patients of the availability of and make reasonable accommodations for patients consistent with Federal and state requirements. NHHS provides free language interpretation services for non-English speaking patients and sign language interpretation for hearing impaired patients.

NHHS Personnel will afford visitation rights to patients free from discrimination based on race, color, creed, ethnicity, religion, national origin, age, 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.

Any person who believes that they or another person has been subjected to discrimination which is not permitted by this policy may file a formal complaint using Newport Hospital & Health Services Corporate Compliance Resolution Line at 1-844-718-6401.

NHHS 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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Newport Hospital & Health Services Corporate Compliance Officer or designee is responsible for coordinating compliance with this Policy, including giving notice to and training all NHHS Personnel on this Policy. NHHS 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 race, color, creed, ethnicity, religion, national origin, age, 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. NHHS 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.

At the time patients are notified of their patient rights, NHHS 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 race, color, creed, ethnicity, religion, national origin, age, 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. NHHS Personnel will also notify patients of their right to withdraw or deny such consent at any time. NHHS Personnel will afford such visitors equal visitation privileges consistent with the patient's preferences.

Any NHHS Personnel receiving a patient or visitor discrimination complaint will advise the complaining individual that they may report the problem to the Corporate Compliance Officer, Rhiannon Drake, at 509-447-6305 or anonymously report using the Corporate Compliance Resolution Line at 844-718- 6401, or by logging onto the secure compliance website at www.mycompliancereport.com (using the facility code: NHH) and file a formal complaint without fear of retaliation.



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Language Assistance

English: ATTENTION: If you speak English language assistance services, free of charge, are available to you. Call 1-509-447-2441 (TTY: 711).

Spanish: ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-509-447-2441 (TTY: 711)

Chinese: 注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-509-447-2441 (TTY: 711)

Vietnamese: CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-509-447-2441 (TTY: 711)

Korean: 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-509-447-2441 (TTY: 711) 번으로 전화해 주십시오.

Russian: ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-509-447-2441 (TTY: 711)

Tagalog: PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-509-447-2441 (TTY: 711)

Ukrainian: УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 1-509-447-2441 (TTY: 711)

Mon-Khmer, Cambodian: ប្រយ័ត្ន៖ បើសិនជាអ្នកនិយាយ ភាសាខ្មែរ, សេវាជំនួយផ្នែកភាសា ដោយមិនគិតល្អល គឺអាចមានសំរាប់បំរើអ្នក។ ចូរ ទូរស័ព្ទ 1-509-447-2441 (TTY: 711)

Japanese: 注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-509-447-2441 (TTY: 711) まで、お電話にてご連絡ください。

Amharic: ማስታወሻ: የሚናገሩት ቋንቋ አማርኛ ከሆነ የትርጉም እርዳታ ድርጅቶች፣ በነጻ ሊያግዝዎት ተዘጋጅተዋል፡ ወደ ሚከተለው ቁጥር ደደውሉ 1-509-447-2441 (TTY: 711).

Cushite: XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 1-509-447-2441 (TTY: 711).



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Arabic: ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-509-447-2441 (TTY: 711).

Panjabi: ਧਿਆਨ ਦਿਓ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਭਾਸ਼ਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹੈ। 1-509-447-2441 (TTY: 711)

German: ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-509-447-2441 (TTY: 711).

Laotian: ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-509-447-2441 (TTY: 711)