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Owner Sarah Brown: VP Risk and Regulatory
Policy Area Risk Management
References CARF, Policy

Patient Nondiscrimination Policy

POLICY:

It is the policy of Confluence Health to provide equal access to its facilities and services without unlawful discrimination on the basis of race, color, national origin, disability, age, sex, sexual orientation, gender identity or expression, creed, religion, marital status, veteran or military status, inability to pay for medically necessary evidence-based care or for urgent or emergent services, insurance coverage under Medicare/Medicaid/CHIP, or any other status protected by law.

This policy applies to all members of the workforce, including employees, medical staff members, contracted service providers, volunteers, representatives, and any other individuals providing services on behalf of Confluence Health.

PROCEDURE:

- A. Nondiscrimination. Confluence Health will treat all patients and visitors receiving or participating in services with equality and in a welcoming manner that is consistent with the Patient Nondiscrimination Policy ("Policy").
- B. Notice. Confluence Health will provide notices to patients regarding this Policy and its commitment to providing access to and the provision of services in a nondiscriminatory manner pursuant to Section 1557 of the Affordable Care Act
- C. Reasonable Accommodations. Confluence Health will inform patients of the availability of and make reasonable accommodations for patients consistent with Federal and state requirements. This includes, for example, informing patients of their right to appropriate auxiliary aids and services such as qualified language interpreters for non-English speaking patients and sign language interpreters for hearing-impaired patients and how to obtain these aids and services. Aids and services will be provided free of charge and in a timely manner

when such aids and services are necessary to ensure an equal opportunity to participate to individuals with disabilities or to provide meaningful access to individuals with limited English proficiency.

- D. Visitation Rights. Confluence Health will afford visitation rights to patients free from discrimination and will ensure that visitors receive equal visitation privileges consistent with patient preferences.
- E. Provision of Services. Staff 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.
- F. Complaints and Grievances. 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 Confluence Health's Customer Feedback and Grievance Policy, which will provide prompt and equitable resolutions of grievances. Any staff receiving a patient or visitor discrimination complaint will advise the complaining individual that he or she may report the problem to Risk Management and file a complaint without fear of retaliation. Staff 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.
- G. Compliance. Confluence Health's Compliance Officer or designee is responsible for coordinating compliance with this Policy. Confluence Health has a designated Civil Rights Coordinator to manage civil rights complaints and investigations under Section 1557 of the Affordable Care Act.

REFERENCES AND RELATED DOCUMENTS:

- A. Section 1557 of the Affordable Care Act (42 U.S.C. 18116) and its implementing regulations at 45 CFR part 92
- B. RCW 49.60.030
- C. CARF Medical Rehabilitation Standards Manual
- D. Related policy: Confluence Health [Customer Feedback and Grievance Policy](#)

****Note: policy must be published on the DOH Hospital and Confluence Health websites as updates occur.**

Approval Signatures

Step Description	Approver	Date
PolicyStat Administrator	Crista Davis: Regulatory Standards Coordinator	10/8/2024
CEO	Andrew Jones: Chief Executive Officer	10/8/2024

VP	Kris Deyerle: VP General Counsel	10/4/2024
VP/Compliance Officer	Sarah Brown: VP Risk and Regulatory	10/3/2024
	Sarah Brown: VP Risk and Regulatory	10/3/2024

Standards

No standards are associated with this document