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Origination	03/2014	Owner	Jacqueline Levin: Patient Experience Specialist
Last Approved	11/2025		
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Next Review	11/2026		

Patient Non-discrimination Policy

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POLICY:

Jefferson Healthcare shall provide health care and services to persons in need, but only to the extent such services are available at Jefferson Healthcare.

SCOPE:

This policy applies to all members of the Jefferson Healthcare 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 Jefferson Healthcare ("Hospital Personnel").

PURPOSE:

To assure that:

- No person shall be discriminated against 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.
- All persons in need receive health care and service.
- No person shall be discriminated against in regard to benefits, aids or services.
- Disabled persons may access and use programs, services, and activities.

PROCEDURE:

Responsibilities:

1. Risk Management and Patient Advocate services.

a. Responsible for coordinating, monitoring and enforcing compliance with equal opportunity, disability and other federal and state statutes and regulations governing patient care and services.

b. Maintains a file on Section 504 activities (see Patient Grievance Policy)

c. Evaluates and modifies, if necessary, any policy, procedure, and practice or program accessibility to eliminate the effects of discrimination to disabled persons.

2. Department Directors, Managers, Supervisors, and staff shall be responsible for implementing and complying with Equal Opportunity, American with Disabilities Act and other Federal and State Statutes and Regulations in provision of healthcare and related services.

Health Care and Services:

1. In providing health care and services on the basis of disability, Jefferson Healthcare shall not:
    a. Deny a qualified disabled person these benefits or service;
    b. Afford a qualified disabled person an opportunity to receive benefits or services that are not offered non-disabled persons;
    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, and
    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. Notices shall be provided to patients and participants regarding non-discrimination in admission or access to, or treatment in, its programs and activities.
3. When providing notice concerning waivers of rights or consent to treatment, qualified disabled persons, including those with impaired sensory or speaking skills, will be ensured that they are not denied effective notice because of the disability.
4. A statement shall be printed on materials/pamphlets that inform hospital District residents that when requested by the disabled individual, Jefferson Healthcare will make an attempt to provide reasonable accommodation when that accommodation would give a person with a disability access to services, seminars and classes offered by Jefferson Healthcare.
5. An effective communication system will be provided to persons with impaired hearing for the purpose of providing emergency health care and services.
6. Appropriate auxiliary aids shall be provided to persons with impaired sensory, manual, or speaking skills, wherever necessary to afford such persons an equal opportunity to benefits.
7. There shall be a grievance procedure that provides for prompt and equitable resolution of complaints from all persons who may allege discrimination through the Patient Advocate office, extension 2235.

Physical Facility and Program Accessibility:

1. No qualified disabled person shall be denied the benefit of, be excluded from participation in,

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or otherwise be subjected to discrimination under any program or activity because of Jefferson Healthcare's facilities being inaccessible to or unusable by disabled persons.

2. Jefferson Healthcare 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 Jefferson Healthcare, shall be designed or constructed in such a manner that the facility or part of the facility is readily accessible to and usable by disabled persons.
4. To meet program accessibility requirements, Jefferson Healthcare shall, at a minimum, conform the design, construction, and alteration of the facilities to the "American National Standards Specifications for Making Buildings and Facilities Accessible to, and usable by the "Physically Handicapped" published by the Americans with Disabilities Act Accessibility Guidelines for Buildings and Facilities (ADAAG).

RECORDS REQUIRED:

Records of employee training to non discrimination

Records of patient complaints and concerns

REFERENCED DOCUMENTS:

Reference Type	Title	Notes

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Approval Signatures

Step Description	Approver	Date
Update JH Website and Send to DOH @HospitalPolicies@doh.wa.gov	Tina Herschelman: PR Marketing & Community Engagement Manager	11/2025
Executive Approval	Tina Toner: Chief Nursing Officer	03/2025
Leader Approval	Jacqueline Levin: Patient Advocate	03/2025