



- Entity(s): Central Valley Network
 - Adventist Health Hanford
 - Adventist Health Reedley
 - Adventist Health Selma
 - Adventist Health Tulare
- Systemwide Standard Policy
- Systemwide Model Policy

Corporate Model Policy No. 11828

Department:

Organizational Wide

CORPORATE MODEL POLICY: NON-DISCRIMINATION POLICY

Central Valley Network adopts the following systemwide Adventist Health Corporate Model Policy.

POLICY SUMMARY/INTENT:

Adventist Health does not discriminate or treat people differently because of their ability to pay, age, ancestry, color, creed, culture, disability, gender identity or expression, language, marital status, medical condition, national origin, race, registered domestic partner status, religion, sex, pregnancy, sexual orientation, socioeconomic status, transgender status, type of insurance, or veteran's status. We are committed to ensuring all patients are treated with equality, in a welcoming, nondiscriminatory manner consistent with state and federal law.

DEFINITIONS:

1. **Access to Care** – “having the timely use of personal health services to achieve the best health outcomes” (IOM, 1993)

AFFECTED DEPARTMENTS/SERVICES:

1. All patient care areas are affected by this policy
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POLICY: COMPLIANCE – KEY ELEMENTS

A. Free Aids and Services for Communication - Adventist Health provides free aids and services:

1. For people with disabilities to communicate effectively with associates and non-associates of Adventist Health, including but not limited to:
 - a) Qualified sign language interpreters,
 - b) Written information in other formats such as: large print, audio, accessible electronic formats.
2. For people whose primary language is not English:
 - a) Qualified interpreters, and/or
 - b) Information written in other languages.

B. Access to Care – Patients will receive treatment appropriate to their diagnosis and based on medical necessity, upon the orders of a qualified healthcare provider.

1. **Note:** Subject to applicable federal and state law, and in accordance with Adventist Health policies and procedures, individuals may choose not to participate in certain healthcare services due to moral convictions or religious beliefs. Adventist Health will not discriminate against individuals who choose not to participate in healthcare services for moral or religious reasons. Entities can arrange for other healthcare professionals to deliver care to the patient.

C. Non-Discrimination - Adventist Health entities will provide an environment for patients that is free from discrimination and will not exclude or treat people differently because of their ability to pay, age, ancestry, color, creed, culture, disability, education, gender identity or expression, language, marital status, medical condition, national origin, race, registered domestic partner status, religion, sex, pregnancy, sexual orientation, socioeconomic status, transgender status, type of insurance, or veteran's status, when delivering care, treatment, services and benefits for inpatients and outpatients, including assignments or transfers within an entity and referrals to or from an entity directly or through contractual or other arrangements.

D. Room Assignments: If a patient requests to have a room assignment based on their gender identity, an attempt will be made to accommodate the request. Disputes and/or concerns will be directed to the complainant's immediate care givers.

E. Filing a Complaint: Inpatients and outpatients who believe that Adventist Health has failed to provide these services or discriminated in another way, can file a complaint with the entity where it occurred. (For assistance with this, see [Attachment A](#) for the appropriate entity contact).

1. A civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, can be electronically filed through the Office for Civil Rights Complaint Portal, available at <https://www.hhs.gov/civil-rights/filing-a-complaint/complaint-process/index.html>, or by mail or email at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

Email to OCRComplaint@hhs.gov

F. For communication of this policy to patients: refer to [Attachment A](#)

ATTACHMENT A:

NON-DISCRIMINATION POLICY - PATIENTS

As a recipient of Federal financial assistance, [Adventist Health Central Valley Network] will provide an environment for patients that is free from discrimination and will not exclude or treat people differently because of their ability to pay, age, color, creed, culture, disability, gender identity or expression, language, marital status, national origin, religion, sex, pregnancy, sexual orientation, socioeconomic status, transgender status, type of insurance, or veteran’s status, when delivering care, treatment, services and benefits for inpatients and outpatients, including assignments or transfers within the facility and referrals to or from the facility directly or through contractual or other arrangements.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91.

In case of questions, please contact:

Entity Name: [Adventist Health Central Valley Network]

Contact Person: [Larry Jones, Administrative Director Ancillary Services]

Telephone Number:[(559) 537-0101]

TDD number: [7-911]

ATTACHMENTS: [How to File a Civil Rights Complaint](#)
(REFERENCED BY THIS DOCUMENT)

OTHER DOCUMENTS:
(WHICH REFERENCE THIS DOCUMENT)

FEDERAL REGULATIONS:

ACCREDITATION: CMS 482.13
CALIFORNIA: Title 22; §70715; §70707c
HAWAII: Not applicable
OREGON: Not applicable
WASHINGTON: Not applicable

REFERENCES: IOM, 1993 – Access to Care Definition

FEDERAL: CMS §482.10; §482.13; Title VI of the Civil Rights Act of 1964; Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91. Title III of the Americans with Disabilities Act and Section 50;

JOINT COMMISSION: RI.01.01.01, RI.01.07.01, RI.01.01.03, PC.02.01.21

ADVENTIST HEALTH SYSTEM/WEST POLICY OWNER: Director, Accreditation, Regulatory, and Licensing
ENTITY POLICY OWNER: Administrative Director, Ancillary Services

APPROVED BY:
ADVENTIST HEALTH SYSTEM/WEST: (10/13/2020) Clinical Best Practice Committee (CBPC), (11/09/2020) Care Cabinet (CC)

12/17/2020

**ADVENTIST HEALTH
SYSTEM/WEST INDIVIDUAL:**

ENTITY: (12/08/2020) Community Board, (12/14/2020) President's Council

ENTITY INDIVIDUAL:

REVIEW DATE: 09/23/2020

REVISION DATE: 03/10/2017, 11/10/2020

NEXT REVIEW DATE: 12/16/2023

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[https://www.lucidoc.com/cgi/doc-gw.pl?ref=ahcvn:17041\\$1](https://www.lucidoc.com/cgi/doc-gw.pl?ref=ahcvn:17041$1).