

SAMPLE POLICY: CENTER OPTION #2

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| Statesboro Urgent Care 1176 Brampton Ave. Statesboro, GA 30458 | Section: | No. | |
| | Title: Non-Discrimination | Page: | 3 |
| | | Policy Effective Date: | |
| | | Revision Dates: | |
| | | Current Review/Approval Date: | |

PURPOSE

The purpose of this policy is to provide guidance for implementing a Non- discrimination plan and to ensure that the most up to date information is available to

POLICY

Affordable Care Act Section 1557 Civil Rights Laws indicates that beginning October 17, 2016 covered entities are required to make reasonable changes to comply with the issuance of final rule Section 1557 nondiscrimination provision of the Patient Protection and Affordable Care Act.

Nondiscrimination Act Key Points

1. The protections in the final rule and Section 1557 regarding individuals' rights and the responsibilities build on existing federal civil rights laws to advance protections for underserved, underinsured, and often excluded populations.
2. The Department of Health and Human Services (HHS) the issued a final rule to advance health equity and reduce health care disparities.
3. The Final rule prohibits discrimination based on race, color, national origin, sex, discrimination based on pregnancy, gender identity and sex stereotyping, age or disability.
4. The final rule also enhances language assistance for people with limited English proficiency and helps to ensure effective communication for individuals with disabilities.
5. Further enforces the Americans with Disabilities Act Standards for Accessible Design as the standards for physical accessibility
6. Individuals must be treated consistent with their gender identity, including the access to facilities. Providers may not deny or limit treatment for any health services that are ordinarily or exclusively available to individuals of one gender based on the fact that a person seeking such services identifies as belonging to another gender.

Notice of Nondiscrimination Action Plan

The company will provide tools and service resources to resolve barriers may prevent accessibility or understanding information concerning health status, treatment, or the informed decision-making process.

Barriers may include limited English proficiency, hearing or speech impairment, difficulty with reading or writing, vision or inability to comprehend verbal instruction, mobility, or physical or identity barriers.

Due to the nature of our walk-in business with no appointment necessary, if an onsite communication interpreter is required, the company will make every effort to provide services within 1-2 hours of notification.

1. Assistive services within our capability will be provided to patients free of charge.
2. Qualified sign language interpreters per availability, and/or written information in other formats (large print, audio, accessible electronic formats, other formats, bi-lingual pain scales, bi-lingual ASL tools)
3. Registration and Consent forms will be available in English and Spanish.
4. Provide free language interpreter services to people whose primary language is not English

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TRAINING

All employees are trained on hire and with review annually as indicated.

References

For more information, click on the following links:

<http://www.hhs.gov/civil-rights/for-individuals/section-1557/fs-limited-English-proficiency/index.html>