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|                | <b>POLICY TITLE:</b> Nondiscriminatory Policy and Methods of Dissemination   |
| <b>MANUAL NAME:</b> Administrative Manual and Rural Health Clinic at Hope Administrative Manual | <b>POLICY NUMBER:</b><br><input type="checkbox"/> Addendum to Corporate Policy<br><input type="checkbox"/> Form Available In I-REPP System |
| <b>SECTION (as applicable):</b>   | <b>POLICY OWNER:</b> Compliance Officer  |
| <b>ORIGINATION DATE:</b> 08/01/2012   | <b>FINAL APPROVAL DATE:</b> 01/02/2014   |

## POLICY

Wadley Regional Medical Center at Hope has established the following policy to define the organization's policy regarding nondiscrimination and to establish the methods used to disseminate nondiscrimination and equal opportunity information in accordance with state and federal laws.

## STANDARD

In furtherance of our nation's commitment to end discrimination and in accordance with the provisions of Section 504 of the Rehabilitation Act of 1973, Title VI of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issues pursuant to the Acts, Title 45 Code of Federal Regulations Part 80, 84, and 91, and all other nondiscriminatory acts protecting the rights of the disabled and other individuals or groups,

**Communication Policy:** WRMC at Hope's notice of nondiscrimination is communicated to all participants, beneficiaries, and other interested persons via multiple methods, including but not limited to the following: The notice is placed in public areas, in public registration areas and on Wadley Regional Medical Center at Hope's website at [www.wadleyhealthathope.com](http://www.wadleyhealthathope.com). This information is disseminated to all employees during General Orientation and annually during house wide education. Further, each patient upon registration is provided written information.

**Communication with Sensory or Speech Impaired Individuals:** WRMC at Hope assures that all individuals are able to receive effective notices, including nondiscrimination and notices concerning benefits or services or information concerning waivers of rights or consent to treatment, regardless of their disability. (See: Policy for Interpretative Devices and Persons with Special Needs (Communication, Sensory, Language, and Assistive Needs)).

**Complaint Process:** WRMC at Hope has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Health and Human Services regulations (45 C.F.R. Part 84), implementing Section 504 of the Rehabilitation Act of 1973 as amended (29 U.S.C. 794). Section 504 states,

in part, that “no otherwise qualified disabled individual...shall solely by reason of his/her disability, be excluded from participation in, be denied benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance...”.

The hospital Corporate Compliance Officer serves as the Section 504 Coordinator, and has been designated to coordinate the efforts to comply with these regulations.

The Compliance Officer/Section 504 Coordinator reached as follows:

Compliance Officer  
Section 504 Coordinator  
2001 South Main Street  
Hope, Arkansas 71801  
Phone 903-798-8086

1. A complaint should be in writing, contain the name and address of the person filing it, and briefly describe the discriminatory act.
2. A complaint should be filed with the Corporate Compliance Officer within 30 days after the person filing the complaint becomes aware of the alleged discriminatory act.
3. The Compliance Officer, or designee, will investigate the complaint. The investigation will be informal but thorough, affording all interested persons and their representatives an opportunity to submit evidence relevant to the complaint.
4. The Compliance Officer or Designee shall issue a written decision determining the validity of the complaint no later than 30 days after its filing.
5. The Corporate Compliance Officer shall maintain the files and records relating to all complaints filed. The Corporate Compliance Officer may assist persons with the preparations, and filing of complaints and their resolution.
6. These rules shall be liberally construed to protect the substantial rights of interested persons to meeting appropriate due to process standards and assure Wadley Regional Medical Center at Hope’s compliance with Section 504 and the regulations.

In case of questions regarding this policy, or in the event of a desire to file a complaint alleging violations of the above, contact:

Wadley Regional Medical Center at Hope  
2001 South Main Street  
Hope, Arkansas 71801  
870-722-2400

### **Methods Use To Disseminate Non Discrimination Information**

- A. The policies prescribed in this procedure apply to all department sponsored programs and activities involved in providing equally effective and equally accessible quality services to Department of Health clients and potential clients.
  1. No person shall on the basis of age, color, disability, national origin, race, religion or sex be excluded from participation in, be denied benefits of, or be subjected to unlawful discrimination under any program or activity receiving or benefiting from federal financial assistance and administered by the department.

2. No person shall be retaliated against, harassed, intimidated, threatened, coerced or discriminated against for making a charge, testifying, assisting or participating in any manner in an investigation, proceeding or hearing, or for opposing alleged unlawful discriminatory practices prohibited by this policy or related to state and federal laws, rules and regulations.
- B. Department of Health programs and contracted service providers providing aids, benefits or services to Department of Health clients or potential clients may not on the basis of age, color, disability, national origin, race, religion or sex (except as provided by federal law):
1. Deny any individual the opportunity to participate in or receive the aid, benefit or service provided.
  2. Provide any individual any service, financial aid or other benefit that is different or is provided in a different manner from that provided to others.
  3. Afford or provide an individual an opportunity to participate in or receive aid, benefit or service that is not equal to that afforded or provided to others.
  4. Subject an individual to segregated, different or separate treatment in any manner related to receipt of aid, benefit or service unless such action is necessary to provide qualified persons with disabilities with aid, benefits or services that are as effective as those provided to others.
  5. Treat an individual differently from others in determining admission, enrollment, quota, eligibility, membership or other requirement or condition which must be met in order to receive any aid, benefit or service provided. (The exclusion of persons from the benefits of a program limited by federal statute or executive order to a specific class of persons is not prohibited.)

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## SCOPE

This policy is applicable organization-wide.

| <b>Review/Revised Date:</b> | <b>Title:</b>      | <b>Description of Change or Location of Change in Document:</b>   |
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| 1/2/14                      | Compliance Officer | Added WRMC at Hope website and information is disseminated to all employees during General Orientation and annually during house wide education. Further, each patient upon registration is provided written information. |
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