



## Prague Memorial Hospital and Prague Family Clinic RHC

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|----------------------------------|----------------------|------------------|
| Title                            |                      | Policy           |
| <b>Non-Discrimination Policy</b> |                      | <b>BSO - 001</b> |
| Manual                           | Effective Date       | Revise Date      |
| <b>Hospital Plans</b>            | <b>November 2018</b> |                  |
| Department                       | Reference            |                  |
| <b>Business Office</b>           |                      |                  |

### **PURPOSE**

To provide notice to patients/residents, employees, and others of the availability of programs and services of Prague Memorial Hospital and Prague Family Clinic to all persons without regard to race, color, national origin, age, disability, sex, sexual orientation, gender identity, religion, or ability to pay.

### **SCOPE**

Hospital facility and Rural Health Clinic

### **POLICY STATEMENT**

As a recipient of Federal financial assistance, Prague Memorial Hospital and Prague Family Clinic complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex, in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, and in staff and employee assignments to patients, whether carried out by this healthcare facility directly or through a contractor or any other entity with which it arranges to carry out its programs and activities.

This statement is in compliance with the provision of Title VI of the Civil Rights Act of 1964 (nondiscrimination on the basis of race, color, national origin), Section 504 of the Rehabilitation Act of 1973 (nondiscrimination on the basis of disability), the Age Discrimination Act of 1975 (nondiscrimination on the basis of age), regulations of the U.S. Department of Health and Human Services issued pursuant to these three statutes at Title 45 Code of Federal Regulation Part 80, 84, and 91.

Additionally, in accordance with Section 1557 of the Patient Protection and Affordable Care Act of 2010, 42 U.S.C. 18116, this facility does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of sex (including gender identity) in admission to, participation in, or receipt of the services and benefits under any of its health programs and activities, and in staff and employee assignments, whether carried out by Prague Memorial Hospital or Prague Family Clinic directly or through a contractor or any other entity with which this healthcare facility arranges to carry out its programs and activities. Prague Memorial Hospital and Prague Family Clinic do not discriminate in the provision of services to an individual if the individual is unable to pay or if payment would be made under Medicare, Medicaid, or the Children’s Health Insurance Plan.

This facility does not exclude people or treat them differently because of race, color, national origin, age, disability sex, sexual orientation, gender identity, religion, or ability to pay.

Prague Memorial Hospital and Prague Family Clinic provide free aids and services to people with disabilities to communicate effectively with us, such as:

Qualified sign language interpreters; and

Written information in other formats (large print, audio, accessible electronic formats and other formats).

This facility provides free language services to people whose primary language is not English, such as:

- Qualified interpreters; and
- Information written in other languages.

If you need these services, contact the Compliance Coordinator of Prague Memorial Hospital and Prague Family Clinic.

If you believe that Prague Memorial Hospital and Prague Family Clinic have failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, religion, or ability to pay you can file a grievance with:

### **The Compliance Coordinator at Pawhuska Hospital**

You can file a grievance in person or by mail, fax or email. If you need help filing a grievance, the Compliance Coordinator, is available to help you. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue SW  
Room 509F, HHH Building  
Washington, DC 20201

1-800-868-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

Prague Memorial Hospital and Prague Family Clinic cumple con las leyes federales de derechos civiles aplicables y no discrimina por motivos de raza, color, nacionalidad, edad, discapacidad, sexo, orientación sexual, identidad de género, religión, o habilidad para pagar.

Prague Memorial Hospital and Prague Family Clinic no excluye a las personas ni las trata de forma diferente debido a su origen étnico, color, nacionalidad, edad, discapacidad o sexo orientación sexual, identidad de género, religión, o habilidad para pagar.

Prague Memorial Hospital and Prague Family Clinic proporciona asistencia y servicios gratuitos a las personas con discapacidades para que se comuniquen de manera eficaz con nosotros, como los siguientes:

- Intérpretes de lenguaje de señas capacitados.
- Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles, otros formatos).

Prague Memorial Hospital and Prague Family Clinic proporciona servicios lingüísticos gratuitos a personas cuya lengua materna no es el inglés, como los siguientes:

- Intérpretes capacitados.
- Información escrita en otros idiomas.

Si necesita recibir estos servicios, comuníquese con Compliance Coordinator.

Si considera que Prague Memorial Hospital and Prague Family Clinic no le proporcionó estos servicios o lo discriminó de otra manera por motivos de origen étnico, color, nacionalidad, edad, discapacidad, sexo, orientación sexual, identidad de género, religión, o habilidad para pagar puede presentar un reclamo a la siguiente persona:

**Prague Memorial Hospital and Prague Family Clinic  
Compliance Coordinator**

Puede presentar el reclamo en persona o por correo postal, fax o correo electrónico. Si necesita ayuda para hacerlo, Compliance Coordinator, está a su disposición para brindársela.

También puede presentar un reclamo de derechos civiles ante la Office for Civil Rights (Oficina de Derechos Civiles) del Department of Health and Human Services (Departamento de Salud y Servicios Humanos) de EE. UU. de manera electrónica a través de Office for Civil Rights Complaint Portal, disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, o bien, por correo postal a la siguiente dirección o por teléfono a los números que figuran a continuación:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201

1-800-868-1019, 800-537-7697 (TDD)  
Puede obtener los formularios de reclamo en el sitio web  
<http://www.hhs.gov/ocr/office/file/index.html>.