

Cullman Primary Care, PC

POLICY / PROCEDURE	Policy: 399
Subject: NONDISCRIMINATION POLICY AND PROCEDURE	Page: 1 of 9
	Eff. Date: 01/01/2011
	Revised: 01/01/2019
Approved By: John B. Reynolds, CEO	Supersedes
	Dept: All

NONDISCRIMINATION POLICY

As a recipient of federal financial assistance, the Cullman Primary Care, P.C. does not exclude, deny benefits to, or otherwise discriminate against any person on the grounds of race, color, or national origin, or on the basis of disability or age in admission to, participation in, or receipt of the services and benefits of any of its programs and activities or in employment therein, whether carried out by Cullman Primary Care, P.C. directly or through a contractor or any other entity with whom the Cullman Primary Care, P.C. arranges to carry out its programs and activities.

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, Section 1557 of the Patient Protection and Affordable Care Act of 2010, and Regulations of the U.S. Department of Health and Human Services issued pursuant to the Acts, Title 45 Code of Federal Regulations Part 80, 84, and 91. (Other Federal Laws and Regulations provide similar protection against discrimination on grounds of sex and creed.)

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

Cullman Primary Care, P.C.
Donnette Jones, RN, Operations Manager
Coordinator
1800 Alabama Highway 157, Suite 202
Cullman, Alabama 35058
256-739-4131
Fax: 256-739-6027
Email: djones@cpc-pc.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Donnette Jones, RN, Director of Clinical Quality is available to help you.

Cullman Primary Care, P.C. does not discriminate against any person on the basis of race, color, national origin, disability, or age in admission, treatment, or participation in its programs, services and activities, or in employment.

For further information about this policy, contact: **Donette Jones, Phone: 256-739-4131, Fax: 256-739-6027, Email: djones@cpc-pc**.

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 509 F, HHH Building
Washington, D.C. 20201

1-800-368-1019, 1-800-537-7697 (TDD)

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

The Department of Health and Human Services has issued regulations to notify health care and social service providers, who are recipients of federal financial assistance from the Department, of their civil rights obligations under Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and Section 1557 of the Patient Protection and Affordable Care Act of 2010. Regulations or Title 45, Code of Federal Regulations Part 80, issued pursuant to Title VI, prohibits recipients from conducting any program, activity or service in a manner that excludes, denies, or otherwise discriminates on the basis of race, color, or national origin. Regulations or Title 45, Code of Federal Regulations Part 84, issued pursuant to Section 504, prohibits similar discrimination on the basis of disability. Regulations or Title 45, Code of Federal Regulations Part 92 builds on the aforementioned regulations and prohibits discrimination on the basis of sex.

Health care and social service providers may also be subject to Title II or Title III of the Americans with Disabilities Act (ADA). Title II of the ADA prohibits discrimination against individuals with a disability in public services, and Title III of the ADA prohibits discrimination in public accommodations against individuals with a disability.

A frequent cause of discrimination on the basis of national origin in a health care setting that may violate Title VI is a provider's method of communicating with patients and other persons who, because of their national origin, have limited proficiency in speaking or understanding English. (See attachment A for language assistance services available). A similar cause of disability discrimination is a provider's ineffective communication with patients and other persons who have sensory or speech impairments.

Providers have an obligation under 45 C.F.R. Part 80 and Part 92 to ensure that persons with limited proficiency in English, because of their national origin, have a meaningful opportunity to apply for, receive or participate in, or benefit from the services offered. Under 45 C.F.R. Part 84, for providers with 15 or more employees, individuals with sensory or

speech impairments must have an opportunity equal to, or as effective as, that afforded others to apply for, receive or participate in, or benefit from the services offered. One way for providers to meet these obligations is to establish written procedures (sample written procedures are included) and train staff on how to obtain assistance in communicating with patients who are Limited English Proficient (LEP), and who have sensory or speech impairments.

Providers have the obligation to provide communication aids and interpreters at no cost to the LEP/sensory impaired person.

PROCEDURE FOR COMMUNICATING INFORMATION TO PERSONS WITH SENSORY IMPAIRMENTS

Cullman Primary Care, P.C. will take such steps as are necessary to ensure that qualified persons with disabilities, including those with impaired sensory or speaking skills, receive effective notice concerning benefits or services or written material concerning waivers of rights or consent to treatment. All aids needed to provide this notice are provided without cost to the person being served.

For Persons With Hearing Impairments: Qualified sign-language interpreter for persons who are deaf/hearing impaired and who use sign-language as their primary means of communication, the following procedure has been developed and resources identified for obtaining the services of a qualified sign-language interpreter to communicate both verbal and written information:

To obtain the services of a qualified sign-language interpreter, the clinician's offices will be responsible to contact Donnette Jones, RN, Operations Manager during regular office hours. Mrs. Jones will need the appointment time and date, and the office in which an interpreter is needed. Please note: Family members and friends should be used as interpreters only if: 1) the patient/client has been made aware of the availability of qualified sign-language interpreters at no additional charge and, without any coercion whatsoever, chooses the services of family members or friends). 2) If no interpreters are available in your community (within 30 miles of provider).

For Persons With Visual Impairments: A member of the staff will communicate the content of written materials concerning benefits, services, waivers of rights, and consent to treatment forms by reading them out loud to visually impaired persons in a private area away from other patients.

For Persons With Speech Impairments: Writing material are available to facilitate communication concerning program services and benefits, waiver of rights, and consent to treatment forms.

PROCEDURE FOR COMMUNICATION WITH PERSONS OF LIMITED ENGLISH PROFICIENCY

POLICY: It is the policy of Cullman Primary Care, P.C. to provide communication aids (at no cost to the person being served) to Limited English Proficient (LEP) persons, including current and prospective patients, clients, family members, interested persons, et al., to ensure them a meaningful opportunity to apply for, receive or participate in, or benefit from the services offered. The procedures outlined below will reasonably ensure that information about services, benefits, consent forms, waivers of rights, financial obligations, etc., is communicated to LEP persons in a language which they understand. Also, they will provide for an effective exchange of information between staff/employees and patients/clients and/or families while services are being provided.

PROCEDURE:

1. Cullman Primary Care, P.C. has designated Donnette Jones, RN, Operations Manager to be responsible for implementing methods of effective communication with LEP persons.
2. Donnette Jones, RN, Operations Manager will:
 - Maintain and routinely update a list of all bilingual persons, organizations, and staff members who are available to provide bilingual services, and
 - Develop written instructions on how to gain access to these services, i.e., contact persons, telephone numbers, addresses, languages available, hours available, fees and conditions under which the person(s) are available.
3. In order to ensure effective communication and to protect the confidentiality of (client/patient) information and privacy, the client/patient will be informed that the services of a qualified interpreter are available to him/her at no additional charge. Only after having been so informed, the client/patient may choose to rely on a family member or friend in a particular situation. The choice of the client/patient and presence of an interpreter will be documented after every visit.

SECTION 504 NOTICE OF PROGRAM ACCESSIBILITY

The regulation implementing Section 504 requires that Cullman Primary Care, P.C. *"shall adopt and implement procedures to ensure that interested persons, including persons with impaired vision or hearing, can obtain information as to the existence and location of services, activities, and facilities that are accessible to and usable by disabled persons."* (45 C.F.R. §84.22(f))

The following Access Notice examples meet regulatory requirements for notice to those persons able to read English printed in this format.

Access Notice

This provider and all of its programs and activities are accessible to and usable by disabled persons, including persons with impaired hearing and vision. Access features include:

- Convenient off-street parking designated specifically for disabled persons.
- Curb cuts and ramps between parking areas and buildings.
- Level access into first floor level with elevator access to all other floors.
- Fully accessible offices, meeting rooms, bathrooms, public waiting areas, patient treatment areas, including examining rooms and patient wards.
- A full range of assistive and communication aids provided to persons with impaired hearing, vision, speech, or manual skills, without additional charge for such aids:

If you require any of the aids listed above, please let the receptionist or your nurse know.

Equal Employment Opportunity

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at Cullman Primary Care, P.C. will be based on merit, qualifications, and abilities. Cullman Primary Care, P.C. does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, disability, or any other characteristics protected by law.

Cullman Primary Care, P.C. will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. The policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the Administration. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

This policy can be viewed on Cullman Primary Care, P.C.'s website at cpc-pc.com or a copy can be requested by contacting Donnette Jones, RN by methods previously covered in this policy.

ATTACHMENT A

ENGLISH

ATTENTION: If you speak English, language assistance services, free of charge, are available to you. Call 1-800-535-9250 (TTY: 1-800-535-9250).

SPANISH

ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-535-9250 (TTY: 1-800-535-9250).

CHINESE

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-535-9250 (TTY: 1-800-535-9250)

KOREAN

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-535-9250 (TTY: 1-800-535-9250)번으로 전화해 주십시오.

VIETNAMESE

CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-800-535-9250 (TTY: 1-800-535-9250).

ARABIC

ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم 1-800-535-9250 (رقم هاتف الصم والبكم: 1-800-535-9250).

GERMAN

ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-800-535-9250 (TTY: 1-800-535-9250).

FRENCH

ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-800-535-9250 (ATS : 1-800-535-9250).

GUJARATI

સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે. ફોન કરો 1-800-535-9250 (TTY: 1-800-535-9250).

TAGALONG

PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-800-535-9250 (TTY: 1-800-535-9250).

HINDI

ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-800-535-9250 (TTY: 1-800-535-9250) पर कॉल करें।

LAOTIAN

ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ຄ່າ ນັ້ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-800-535-9250 (TTY: 1-800-535-9250).

RUSSIAN

ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.

Звоните 1-800-535-9250 (телетайп: 1-800-535-9250).

PORTUGUESE

ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-800-535-9250 (TTY: 1-800-535-9250).

TURKISH

DİKKAT: Eğer Türkçe konuşuyor iseniz, dil yardımı hizmetlerinden ücretsiz olarak yararlanabilirsiniz.

1-800-535-9250 (TTY: 1-800-535-9250) irtibat numaralarını arayın.

JAPANESE

注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-800-535-9250（TTY:1-800-535-9250）まで、お電話にてご連絡ください。