

Prosser Memorial Health

<b>SUBJECT:</b>		Non-Discrimination Policy		<b>NO:</b>	861-0001
<input type="checkbox"/> Policy <input type="checkbox"/> Procedure <input type="checkbox"/> Protocol/Pre-Printed Order <input type="checkbox"/> Other:					
<input type="checkbox"/> New <input type="checkbox"/> Supersedes #           ;				Effective Date	02/14/2018
<b>Author</b>	Bonnie Berg		<b>Date of Electronic Distribution</b>	02/14/2018	
<b>Dept. Manager</b>	K. Mellema, CQO		<b>Medical Director/ CAH Oversight</b>		
<b>Administrative</b>	M. Fuller, CNO/COO		<b>Policy Committee</b>		
<b>Committee</b>			<b>Other</b>		
<b>Audit Review:</b>	Initials:	MF			
	Date:	5/2021			

**POLICY:**

It is the intention of Prosser Memorial Health to comply with all applicable Federal and State Civil Rights laws. To this end we will not discriminate on the basis of race, color, national origin, creed, religion, age, disability, sex (birth or re-assignment), sexual orientation, or gender identity consistent with requirements defined by the US Department of Health and Human Services Office for the Civil Rights and the Washington State Department of Social and Health Services. These Civil Rights protections apply to patients, visitors, employees, providers, vendors, contract staff, and all others seeking care or providing services at all Prosser Memorial Health campus or events.

**PROCEDURE:**

- A. Free aids and services will be provided as needed to ensure effective communication, including but not limited to the following:
  - 1. Language and communication support needs will be assessed on admission.
  - 2. Qualified language support services will be provided as needed.
  - 3. Qualified sign language interpreters will be provided as needed.
  - 4. Written information in English or Spanish is readily available. Written information in other languages will be provided as needed, as quickly as possible.
  - 5. Written information will be provided in large print upon request.
  - 6. Electronic formatted information is available the Prosser Memorial Health Patient Portal, and other formats upon request.
- B. Civil Rights notifications will be posted in all areas required by State and Federal Law.
- C. Patients will receive written notification of their rights upon admission.
- D. Family and Caregiver participation in care and decision making is encouraged and facilitated based on the patient's preference.
- E. If you believe that PMH has failed to provide these services or discriminated in another way you may file a complaint:
  - 1. PMH Civil Rights Coordinator, 723 Memorial St. Prosser WA 99350, Phone: (509) 786-5152, Fax: (509) 786-6608, Email: [Nondiscrimination@pphdwa.org](mailto:Nondiscrimination@pphdwa.org).

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2. 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>,
3. Or by mail or phone at:  
U.S. Department of Health and Human Services  
200 Independence Avenue, SW Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)  
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

**Spanish:** ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 509-786-5152 (TTY: 711).

**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 509-786-5152 (TTY: 711)。

**Vietnamese:** CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 509-786-5152 (TTY: 711).

**Tagalog:** PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 509-786-5152 (TTY: 711).

**Korean:** 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 509-786-5152 (TTY: 711) 번으로 전화해 주십시오.

**Russian:** ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 509-786-5152 (телетайп: 711).

**Armenian:** ՈՒՇԱԴՐՈՒԹՅՈՒՆ՝ Եթե խոսում եք հայերեն, ապա ձեզ անվճար կարող են տրամադրվել լեզվական աջակցության ծառայություններ: Ձանգահարեք 509-786-5152 (TTY (711))

### Arabic:

509-786-5152 ملحوظة: إذا كنت تتحدث اذكر اللغة، فإن خدمات المساعدة اللغوية تتوافر لك بالمجان. اتصل برقم رقم هاتف الصم والبكم: (TTY: 711)

### Persian (Farsi):

توجه: اگر به زبان فارسی گفتگو می کنید، تسهیلات زبانی بصورت رایگان برای شما فراهم می باشد. با 509-786-5152 (TTY: 711) تماس بگیرید.

**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 509-786-5152 (TTY:711) まで、お電話にてご連絡ください。

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**Punjabi:** ਸ਼੍ਰੋਮਣੀ ਗੁਰਦੁਆਰਾ ਪ੍ਰਬੰਧਕ ਕਮੇਟੀ, ਸ਼੍ਰੋਮਣੀ ਅੰਮ੍ਰਿਤਸਰ ਸਾਹਿਬ, ਸ਼੍ਰੋਮਣੀ ਗੁਰਦੁਆਰਾ ਪ੍ਰਬੰਧਕ ਕਮੇਟੀ ਦਾ ਕਾਰਜਕਾਰੀ ਮੁਖੀ 509-786-5152 (TTY: 711) 'ਸ਼੍ਰੋਮਣੀ ਗੁਰਦੁਆਰਾ ਪ੍ਰਬੰਧਕ ਕਮੇਟੀ'

**Mon-Khmer, Cambodian:** គម្រោងសេវាបំប៉នភាសាខ្មែរ, គម្រោងសេវាបំប៉នភាសាខ្មែរ គម្រោងសេវាបំប៉នភាសាខ្មែរ 509-786-5152 (TTY: 711)

**Hindi:** भारतीय भाषा: हिंदी में प्रत्येक व्यक्ति को स्वयंसेवा के तहत 509-786-5152 (TTY: 711) पर सहायता प्राप्त है।

**Hmong:** LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 509-786-5152 (TTY: 711).

**Thai:** เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 509-786-5152 (TTY: 711)

**German:** ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 509-786-5152 (TTY: 711).

**Urdu:** 509-786-5152 (TTY: 711) خبردار: اگر آپ اردو بولتے ہیں، تو آپ کو زبان کی مدد کی خدمات مفت میں دستیاب ہیں۔ کال کریں۔

**Ukrainian:** УВАГА! Якщо ви розмовляєте українською мовою, ви можете звернутися до безкоштовної служби мовної підтримки. Телефонуйте за номером 509-786-5152 (телетайп: 711).

**French:** ATTENTION: Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 509-786-5152 (ATS: 711).

**Laotian:** ໂປດຊາບ: ຖ້າວ່າ ທ່ານເວົ້າພາສາ ລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ຄມ່ ນມພໍ້ ອມໃຫ້ ທ່ານ. ໂທຮ 509-786-5152 (TTY: 711).

**Gujarati:** ગુજરાતી: સર્વે સર્વને સ્વયંસેવા સેવામાં 509-786-5152 (TTY: 711) પર મદદ મળે છે.

**Cushite (Oromo):** XIYYEEFFANNAA: Afaan dubbattu Oroomiffa, tajaajila gargaarsa afaanii, kanfaltiidhaan ala, ni argama. Bilbilaa 509-786-5152 (TTY: 711).

**Amharic:** የሁሉንም ሰው ለሁሉም የሆነው የግብይት አገልግሎት 509-786-5152 (የግብይት አገልግሎት: 711) ነው።

**Romanian:** ATENȚIE: Dacă vorbiți limba română, vă stau la dispoziție servicii de asistență lingvistică, gratuit. Sunați la 509-786-5152 (TTY: 711).

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**Samoan:** MO LOU SILAFIA: Afai e te tautala Gagana fa\ʻa Sāmoa, o loo iai auunaga fesoasoan, e fai fua e leai se totogi, mo oe, Telefoni mai: 509-786-5152 (TTY:711)

**Ilocano:** Nu saritaem ti Ilocano, ti serbisyo para ti baddang ti lengguahe nga awanan bayadna, ket sidadaan para kenyam. Awagan ti 888-311-9127 (TTY: 711).

**Italian:** ATTENZIONE: In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti. Chiamare il numero 888-311-9127 (TTY: 711).

**Polish:** UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 888-311-9127 (TTY: 711).

**Norwegian:** MERK: Hvis du snakker norsk, er gratis språkassistentjenester tilgjengelige for deg. Ring 888-311-9127 (TTY: 711).

**Pennsylvanian (Dutch):** Schwetzscht, kansch du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 888-311-9127 (TTY: 711).