

Status (Active) PolicyStat ID (18389330)



East Adams Rural
Healthcare

Effective 08/2025

Approved 08/2025

Last Revised 08/2025

Expiration 08/2027

Owner Elizabeth

Passmore: IT
Manager

Department Compliance

Nondiscrimination

PURPOSE:

To ensure that East Adams Rural Healthcare (EARH) provides equitable access to healthcare services, programs, and benefits without discrimination as required by federal and Washington State law.

POLICY:

EARH prohibits discrimination on the basis of race, color, national origin, sex, age, religion, disability, marital status, sexual orientation, gender identity or expression, creed, veteran status, or use of a service animal in the provision of services, admissions, referrals, or employment. The Compliance/ Nondiscrimination coordinator is responsible for grievance intake, investigation, and monitoring policy compliance. Department managers will ensure implementation of nondiscrimination policies within their departments. All staff must comply with this policy, attend required training, and report violations.

EARH complies with:

- Title VI of the Civil Rights Act of 1964
- Section 504 of the Rehabilitation Act of 1973
- Title IX of the Education Amendments of 1972
- Age Discrimination Act of 1975
- Americans with Disabilities Act (ADA)
- Section 1557 of the Affordable Care Act
- RCW 49.60 (Washington Law Against Discrimination)
- RCW 70.41 and WAC 246-320 (WA hospital licensing regulations)

DEFINITION:

- **Discrimination:** Unequal treatment based on protected characteristics.
- **LEP (Limited English Proficiency):** Individuals who do not speak English as their primary language and have limited ability to read, speak, write, or understand English.
- **Auxiliary Aids:** Services such as qualified interpreters, written information in alternative formats, and assistive listening devices.

PROCEDURE:

Communication of Rights

- A. A "Notice of Nondiscrimination" will be:
 - Posted in public locations (registration, waiting rooms, ER)
 - Offered at registration
 - Published on the hospital website
- B. Taglines in the top 15 Washington State languages will
 - Accompany the Notice of Nondiscrimination
 - Be published on the hospital website

Access and Accommodations

- A. Auxiliary aids and language services are provided free of charge to LEP and disabled patients.
- B. Services include:
 - Qualified interpreters (in-person or remote)
 - Documents in large print, Braille, audio, or electronic formats
 - Sign language interpreters

Nondiscriminatory Visitation

- A. Visitation privileges will not be restricted based on protected characteristics.
- B. Patients may designate visitors regardless of legal relationship.

Grievance Procedure

- A. If a patient believes EARH has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, they can file a grievance with:

- The EARH Compliance Officer
 - 903 S Adams Street, Ritzville, WA 99169 Phone: 509-659-1200, Email: maschmierer@earh.org
- A. Grievances may be submitted in person, by mail, fax, email, or on the EARH website at www.earh.org. If a patient needs help filing a grievance, EARHs Compliance Officer is available to help
- B. All grievances will be:
 - Acknowledged within 5 business days
 - Investigated and resolved within 30 calendar days
 - Documented and tracked
- C. Patients can also file a civil rights complaint with:
 - **WA State Department of Health:** www.doh.wa.gov
 - **U.S. Dept. of Health & Human Services Office for Civil Rights:** www.hhs.gov/ocr
 - Online: <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>
 - By mail: U.S. Department of Health and Human Services
200 Independence Avenue SW
Room 509F, HHH Building
Washington, D.C. 20201
 - By phone: 1-800-368-1019, 800-537-7697 (TDD)

Staff Training

All staff must complete annual training on nondiscrimination, civil rights laws, and appropriate communication techniques with LEP and disabled persons.

Monitoring and Reporting

- Policy implementation will be audited annually by the Compliance Office.
- Reports of noncompliance will be documented, investigated, and reported to senior leadership and, when required, to external agencies.

REFERENCE:

- 42 C.F.R. § 485.614(h) – Conditions of Participation for CAHs
- Section 1557 of the Affordable Care Act (42 U.S.C. § 18116)
- RCW 49.60 – Washington Law Against Discrimination
- WAC 246-320 – Hospital Licensing

- U.S. HHS Office for Civil Rights: www.hhs.gov/ocr
- Washington State Department of Health: www.doh.wa.gov

All Revision Dates

08/2025

Attachments

- 📎 [Notice of Nondiscrimination Plain Language.docx](#)
- 📎 [Notice of Nondiscrimination Poster and Tags.docx](#)
- 📎 [Section_1557_Grievance_Form_EARH_FINAL.docx](#)
- 📎 [Staff acknowledgement of Nondiscrimination policy.docx](#)
- 📎 [Tag lines.pdf](#)

Approval Signatures

Step Description	Approver	Date
	Corey Fedie: CEO	08/2025
	Deborah Deboard: Nurse Manager	08/2025
	Marra Schmierer: Compliance, Risk, Survey Readiness Coordinator	06/2025