

## A NEW TOMORROW

### PATIENT NON-DISCRIMINATION POLICY

#### SCOPE

This applies to all members of the A New Tomorrow workforce, including employees, medical staff, contracted service providers and volunteers, and to all providers, representatives and any other person providing services to or on behalf of A New Tomorrow.

#### PURPOSE

To ensure that all patients and visitors to A New Tomorrow are treated equally, in a welcoming and non-discriminatory manner, in accordance with applicable state and federal laws. All patients seeking healthcare services at ANT are assured that they will be cared for regardless of whether they cannot afford to pay. We are offering these services to those who have little or no means to pay for their medical services. Our facility has a nominal fee of \$25.00 at or below the Federal Poverty Guidelines for our discount policy.

#### POLICY

A New Tomorrow (ANT) is dedicated to providing services to patients and welcoming visitors in a way that respects, protects and promotes patients' rights.

1. (ANT) does not discriminate in the provision of services to an individual (i) because the individual is unable to pay; (ii) because payment for those services would be made under Medicare, Medicaid, or the Children's Health Insurance (CHIP); based on the individual's race, color, sex, national origin, disability, religion, age, sexual orientation, or gender identity.
2. ANT staff will treat all patients and visitors who receive services or participate in other A New Tomorrow programs with equality in a welcoming manner that is free from discrimination based on age, race, color, creed, ethnicity, religion, national origin, marriage status, sex, sexual orientation, gender identity or expression, disability, veteran or military status, or any other base prohibited by the federal government, state, or local law.
3. ANT staff will inform patients of availability and make reasonable accommodations for patients in accordance with federal and state requirements. For example, language interpretation services will be available to non-English speaking patients and sign language interpretation will be available to hearing impaired patients at no cost to the individual.
4. ANT staff will grant visitation rights to patients free from discrimination on the basis of age, race, color, creed, ethnicity, religion, national origin, marital status, sex, sexual orientation, gender identity or expression, disability, veteran or military status, or any other basis prohibited by federal, state, or local law and will ensure that visitors receive consistent visiting privileges. with the patient's preferences.

5. Anyone who believes that he, she, they, or someone else has been subject to discrimination that is not permitted by this policy may submit a request for compliance using A New Tomorrow's grievance and grievance procedure.
6. ANT personnel are prohibited from retaliating against anyone who opposes, complains about, or reports discrimination, files a complaint, or cooperates in a discrimination investigation in another proceeding under federal, state, or local anti-discrimination law.

## **PROCEDURE**

1. A New Tomorrow Human Resources Manager and Office Manager are responsible for coordinating compliance with this Policy, including notifying and training all ANT staff on this Policy.
2. ANT staff will determine eligibility and provide services, financial aid, and other benefits to all patients in a similar manner, without subjecting any individual to separate or different treatment on the basis of age, race, color, creed, ethnicity, religion, national origin, marital status, sex, sexual orientation, gender identity or expression, disability, veteran or military status, or any other basis prohibited by federal, state, or local law.
3. ANT staff will notify this Non-Discrimination Policy and the Olympic Medical Center's commitment to providing access and provision of services in a welcoming and non-discriminatory manner.
4. Any WTO staff who receive a patient or visitor discrimination compliance will inform the complaining person that he or she can report the issue to the Human Resources Manager or Office Manager and file a complaint without fear of retaliation.