



## ADM1.1.94 – Patient Nondiscrimination Policy

**Dates Previously Reviewed/Revised:** N/A  
**Newly Reviewed By:** HPRC 10/2016  
**Approval Date:** FT 9/2016 **Effective Date:** 9/2016

**Owner:** Director Corporate Compliance

**Approver Title:** VP, Quality & Patient Safety / Corporate Compliance Officer

On file

Approval Signature \_\_\_\_\_

**Scope:** This policy applies to all members of the Anne Arundel Medical Center, Inc. (AAMC) workforce, including employees, medical staff members, contracted service providers, and volunteers, and to all vendors, representatives, and any other individuals providing services to or on behalf of AAMC.

**Purpose:** To ensure that all patients and visitors of AAMC are welcomed and treated with equality and respect, consistent with our Mission and core values and with applicable federal, state, or local law.

### Definitions:

**LGBTQ** - The acronym *LGBT* stands for “lesbian, gay, bisexual, and transgender” and is a term that generally refers to a group of people who are diverse with regard to their gender identity and sexual orientation (also, “LGBT community”). Sometimes the acronym is depicted as “LGBTQ” to include those who may be questioning their sexual orientation or gender identity.

**Sexual Orientation** - The preferred term used when referring to an individual’s physical and/or emotional attraction to the same and/or opposite gender. Sexual orientation describes how people locate themselves on the spectrum of attraction.

**Gender Identity** - A person’s basic sense of being a man, woman, or other gender (such as transgender). Although many people identify with the gender assigned at birth, some people with male anatomy identify as female, and some people with female anatomy identify as male.

### Policy Statements:

AAMC is dedicated to providing compassionate care, services, and support to patients and their visitors in order to create a welcoming, positive environment in all that respects, protects, and promotes patient rights.

1. AAMC caregivers and representatives will be welcoming to all patients and visitors who are receiving care, services or support from Anne Arundel Medical Center and its affiliated clinics and services and will treat everyone with equality. Each interaction will be free from discrimination based on age, race, color, creed, ethnicity, religion, national origin, marital status, sex, sexual orientation, gender identity or expression (LGBTQ), disability, veteran or military status, or any other basis prohibited by federal, state, or local law.
2. AAMC caregivers and representatives will inform patients that accommodations are available for special or unique needs consistent with federal and state requirements, and will ensure that such support is made available. For example, language interpretation services will be made available for non-English speaking patients and sign language interpretation will be made available for hearing impaired patients.

3. AAMC caregivers and representatives will ensure patients receive equal access to quality care and welcome their visitors, free from discrimination based on 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. In addition, caregivers will ensure that visitors receive equal visitation privileges consistent with patient preferences and privacy rights.
4. Anyone who believes that they or another person has been subjected to unlawful discrimination may file a complaint using AAMC's complaint and grievance procedure.
5. AAMC caregivers and representatives are prohibited from retaliating against any person who complains about or reports discrimination, files a complaint, or cooperates in an investigation of discrimination or other related proceeding under federal, state or local law.

**Procedures:**

1. AAMC's Corporate Compliance Officer/Patient Representative or designee is responsible for coordinating compliance with this nondiscrimination policy, including training caregivers and representatives to uphold the policy.
2. In keeping with our Mission and core values, hospital caregivers and representatives will treat all patients equally when providing services, financial aid, and other benefits. Our caregivers and representatives will ensure every patient has access to the same quality of care, regardless 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. AAMC caregivers and representatives will inform patients about this policy and AAMC's commitment to serving everyone in a welcoming, nondiscrimination manner.
4. Any AAMC caregiver or representative who receives a verbal or written discrimination complaint from a patient or visitor should refer that person to the Corporate Compliance Officer, Director of Risk Management or Manager of Patient Advocacy and provide reassurance that a complaint can be filed without fear of retaliation.

**References:**

Title VI. Section 503 of the Civil Rights Act of 1964

The Joint Commission: *Comprehensive Accreditation Manual for Hospitals: The Official Handbook*. Oak Brook, IL: Joint Commission Resources, 2016.

**Cross References:**

ADM1.1.62 – Incident Reports

ADM1.1.641 – Compliance Hotline and Reporting

ADM1.1.68 – Anne Arundel Health System Code of Conduct

ADM1.1.74 – Disruptive and Intimidating Behavior

ERR3.1.04 – Complaint – Grievance Process for Patients and Families

HR8.2.01 – Discrimination and Harassment