



Original Approval: 3/14/2014
Approval: 3/27/2017
Next Review: 3/26/2020
Owner: Tracy Kusnir: Dir Quality & Value
Policy Area: Quality & Risk Management
References: [Organization Wide](#)

Patient Non-Discrimination

Scope:

This policy applies to all members of the Seattle Cancer Care Alliance (SCCA) 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 SCCA (described in this policy as "SCCA Personnel").

Purpose:

To ensure that all patients and visitors of SCCA are treated with equality, in a welcoming, nondiscriminatory manner, consistent with applicable state and federal laws.

Policy:

The SCCA is dedicated to providing services to patients and welcoming visitors in a manner that respects, protects, and promotes patient rights.

1. SCCA Personnel will treat all patients and visitors receiving services from or participating in other programs of SCCA and its affiliated clinics with equality in a welcoming manner that is free from discrimination based on age, race, ethnicity, color, creed, geography, national origin, immigration status, religion, beliefs, income, education, language, disability, sexual orientation, marital status, sex, gender identification or expression, veteran or military status, or any other basis prohibited by federal, state or local law. (See SCCA APOP- Patient Rights & Responsibilities policy).
2. SCCA Personnel will inform patients of the availability of and make reasonable accommodations for patients consistent with federal and state requirements. 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. SCCA Personnel will afford visitation rights to patients free from discrimination based on age, race, ethnicity, color, creed, national origin, immigration status, religion, income, education, language, disability, sexual orientation, marital status, sex, gender identification or expression, veteran or military status, or any other basis prohibited by federal, state or local law, and will ensure that visitors receive equal visitation privileges consistent with patient preferences.

4. Any person who believes that he, she, or another person has been subjected to discrimination which is not permitted by this Policy, may file a complaint or grievance by contacting SCCA Patient Relations at 206-288-1056 [☎](#).
5. SCCA Personnel are prohibited from retaliating against any person who opposes, complains about, or reports discrimination, files a complaint, or cooperates in an investigation of discrimination or other proceeding under federal, state, or local anti-discrimination law.

Department of Health (DOH) Requirements

Any revised version of this policy must be posted to the DOH website within 30 days. Revised versions of this policy are to be sent to Julie Tomaro at Julie.Tamoro@DOH.WA.GOV. In addition, any revised version of this policy must be emailed to webmaster@seattlecca.org to be posted to SCCA's Internet within 30 days.

Reference:

Title VI. Section 503 of the Civil Rights Act
 APOP- SCCA Patient Rights & Responsibility policy

Attachments:

No Attachments

Approval Signatures

Approver	Date
Alphonso Emery: Dir Revenue Cycle Mgt	3/27/2017
Kim Wade: Diversity & HR Prog Mgr	3/27/2017
Suzanne McCoy: Assc Dir Corp Integrity Prg	3/27/2017
Mari Schwab: Employment Counsel	3/16/2017
Diane Chernis: Admin Coord II	3/16/2017
Katie Maletich: Dir Quality & Safety	3/15/2017
Tracy Kusnir: Dir Quality & Value	3/14/2017

