



Policy No: **111.21**
Original Issue Date: 10/1/2003
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Revision Date: 12/31/2015

HOSPITAL POLICIES & PROCEDURES

Category:	Legal
Title:	CIVIL RIGHTS COMPLIANCE
Applicability:	TJUH System and Related Affiliates
Contributors/Contributing Departments:	Directors, Patient Access for Center City & Methodist; Vice President, Clinical Resource Management, Compliance Officer, Associate Counsel/General Counsel, Senior Accreditation Officer

PURPOSE

This Policy sets forth TJUH System's commitment to provide services in an environment free of unlawful or improper discrimination in accordance with all applicable laws, regulations and accreditation standards.

POLICY

TJUH System does not discriminate in the provision of or access to medical treatment and prohibits discrimination based upon age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, sexual preference, gender identity, gender expression or handicap. In accordance with federal regulations, TJUH System abides by the Americans with Disabilities Act and assures that no individual is discriminated against on the basis of his/her disability and receives full and equal access to goods, services, facilities, privileges, advantages and accommodations of TJUH System. Further, TJUH System does not discriminate against patients in life threatening situations based upon their ability to pay.

PROCEDURE

1. Any patient or legally responsible party who believes that a patient is being discriminated against, may file a complaint with the Patient Services Department of Thomas Jefferson University Hospitals, Inc. through the Patient Representative, as specified in Hospital Policy #112.04 (Patient Complaints). The complaint will be reviewed and a decision will be communicated to the patient or the legally responsible party as to the complaint's disposition. In addition, patients or other legally responsible persons may file a complaint with the Pennsylvania Department of Health.
2. All patients shall be assigned to appropriate rooms in accordance with their medical needs and standards in the health care industry, not unlawfully based upon age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, sexual preference, gender identity, gender expression or handicap. Room assignment of patients and/or transfer of patients from rooms assigned or selected shall be made only for valid medical reasons.
3. Employees shall be assigned to provide patient care and services without regard to the age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, sexual preference, gender identity, gender expression or handicap of either the patient or employee.
4. TJUH System provides services to disabled individuals that are the same as services provided to other individuals, unless some variation is warranted and necessary to provide the disabled individual with a service that is as effective as that provided to others.

5. TJUH System shall report to the Department of Health any instances of discriminatory practice in a posthospital setting brought to the attention of TJUH System and experienced by a patient referred to that setting by TJUH System.

6. Any training opportunities offered by TJUH System shall be open to any qualified applicant without regard for age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, sexual preference, gender identity, gender expression or handicap.

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Responsibility for maintenance of policy: Senior Director of Patient Access

(Signature on File)

Approved by:

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