

DREW MEMORIAL HOSPITAL

Policy and Procedure

Subject: Nondiscrimination Policy

Effective: August 22, 2012

Policy Owner: Administration

Type of Policy: Organizational

Policy Distribution: Administrative Manual

Purpose: To define the organization's policy regarding nondiscrimination.

Standard: In furtherance of our nation's commitment to end discrimination and in accordance with the provisions of Section 504 of the Rehabilitation Act of 1973, Title VI of the Civil Rights Act of 1964, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issues pursuant to the Acts, Title 45 Code of Federal Regulations Part 80, 84, and 91, and all other nondiscriminatory acts protecting the rights of the disabled and other individuals or groups, Drew Memorial has established the following policy.

Communication Policy: Drew Memorial's notice of nondiscrimination is communicated to all participants, beneficiaries, and other interested persons via multiple methods, including but not limited the following: The notice is placed in public areas, in public registration areas and on Drew Memorial's website.

Communication with Sensory or Speech Impaired Individuals: Drew Memorial assures that all individuals are able to receive effective notices, including nondiscrimination and notices concerning benefits or services or information concerning waivers of rights or consent to treatment, regardless of their disability. (See Policy for Disabilities or Impairments Assisting Patients with Sensory)

Complaint Process: Drew Memorial has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by the U.S. Department of Health and Human Services regulations (45 C.F.R. Part 84), implementing Section 504 of the Rehabilitation Act of 1973 as amended (29 U.S.C. 794). Section 504 states, in part, that "no otherwise qualified disabled individual...shall solely by reason of his/her disability, be excluded from participation in, be denied benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance...". The President/CEO, 778 Scogin Drive, Phone (870)367-2411, has been designated to coordinate the efforts of Drew Memorial to comply with the regulations. The hospital Corporate Compliance Officer serves as the Section 504 Coordinator.

1. A complaint should be in writing, contain the name and address of the person filing it, and briefly describe the discriminatory act.
2. A complaint should be filed in the office of the Corporate Compliance within 30 days after the person filing the complaint becomes aware of the alleged discriminatory act.

3. The President/CEO, or designee, will investigate the complaint. The investigation will be informal but thorough, affording all interested persons and their representatives an opportunity to submit evidence relevant to the complaint.
4. The President/CEO shall issue a written decision determining the validity of the complaint no later than 30 days after its filing.
5. The Corporate Compliance Officer shall maintain the files and records relating to all complaints filed. The Corporate Compliance Officer may assist persons with the preparations and filing of complaints and advise the Chief Executive Officer concerning their resolution.
6. These rules shall be liberally construed to protect the substantial rights of interested persons to meeting appropriate due to process standards and assure Drew Memorial's compliance with Section 504 and the regulations.

In case of questions regarding this policy, or in the event of a desire to file a complaint alleging violations of the above, contact:

Drew Memorial Hospital
778 Scogin Drive
Monticello, AR 71655
870-367-2411