



Reid Health Organizational Policy

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| Name: Non-Discrimination | | Policy # 03 |
| Final Approval Date: 11/30/2016 | Next Review Date: 11/22/2026 | |
| Owner: Pamela Jones (Vice President-General Counsel) | | |
| Required Approvals: | | |

I. Policy

Reid Health system complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, and sex, including discrimination based on pregnancy, gender identity, and sex stereotyping.

II. Purpose

Reid Health does not exclude people or treat them differently because of race, color, national origin, age, disability, and sex, including discrimination based on pregnancy, gender identity, and sex stereotyping.

III. Scope

Reid Health:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
 - Qualified sign language interpreters through our Language Line Services
 - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters through our Language Line Services
 - Information written in other languages

Please reference Administrative Policy # 140.

IV. Grievances/Complaints/Concerns

If patients or others believe that Reid Health has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, including discrimination based on pregnancy, gender identity and sex stereotyping, they can file a grievance with our Civil Rights Coordinator: Michelle McClurg, Director of Patient Experience, 1100 Reid Parkway, Richmond, IN 47374, Office - (765) 935-8845, TTY number—1-800-643-2255, FAX - 765 983-3324, E-mail - Michelle.McClurg@ReidHealth.org. Patients can file a grievance in person or by mail, fax, or email. If a patient or other needs help filing a grievance, Michelle McClurg is available to is available to help them.

Patients or others can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at

<https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>

or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

V. Compliance

The designated ACA 1557 Compliance Officer is Randall Bierman. Compliance concerns should be directed to him at (765) 983-3418.

VI. References

Section 1557 Affordable Care Act; 4/21/16 IHA Bulletin, Mark Swearingen, IHA Counsel, Gender Identity in Medical Records; <http://www.hhs.gov/civil-rights/for-individuals/section-1557>, Federal Register 45 CFR Part 92, HHS Office for Civil Right