

ASIA-International Community Health Center

POLICY AND PROCEDURE

DEPT/OPS AREA: MED-PCM/ADMIN	DOCUMENT NAME: NONDISCRIMINATION POLICY	DOCUMENT NUMBER: MA005
EFFECTIVE (ORIGINAL) DATE: 4/18/2015		POLICY REVISED DATE(S): 4/18/2015 PROCEDURE REVISED DATE(S): 4/18/2015
MOST RECENT APPROVAL DATES: POLICY (BOD): 4/18/2015 PROCEDURAL COMPONENT: 4/18/2015	POLICY DATE(S) REVIEWED: 4/18/2015 PROCEDURE DATE(S) REVIEWED: 5/29/2016	REVIEWED/APPROVED BY: POLICY: BOARD OF DIRECTORS PROCEDURE: QUALITY MANAGEMENT
PROCEDURE AUTHORIZING AUTHORITY: MICHAEL BYUN, CEO		
APPLIES TO: ASIA ICHC PERSONNEL		

POLICY COMPONENT

POLICY STATEMENT:

This policy is used to ensure that all patients and visitors of ASIA –ICHC are treated with equality, in a welcoming, nondiscriminatory manner, consistent with applicable state and federal laws.

RESPONSIBILITY: CEO, QM

ASIA – International Community Health Center is dedicated to providing services to patients and welcoming visitors in a manner that respects, protects, and promotes patient rights.

1. ASIA – ICHC personnel will treat all patients and visitors receiving services from ASIA ICHC with equality in a welcoming manner that is 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.
2. ASIA – ICHC 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, etc.
3. ASIA-ICHC gives educational materials of diagnoses/conditions in writing, verbal education with translators, lab results called to patients directly due to reading/writing issues in English or even native language, ie. visual education on Diabetes or proper nutrition for those who are illiterate, etc. any other area staff can note)) ASIA-ICHC educates staff/support & providers on best way to assess and address patient health literacy quickly by asking one single questionnaire *“How often do you*

ASIA-INTERNATIONAL COMMUNITY HEALTH CENTER

have someone help you read materials from the doctor or pharmacy". (1= all the time, 2=most of time, 3=about half, 4=sometime, 5= not at all). Scores 3 or lower means positive screening. REALM-SF is an alternative screening tool. The level of health literacy assessment is documented in EPIC social narrative.

4. For English speaking patients who are screened positive for health literacy issues, verbal communication will be emphasized with simple visual aid such as highlighters and symbols.
5. Any persons who believes that he, she or another person has been subjected to discrimination which is not permitted by this policy, may file a complaint using ASIA ICHC's complaint and grievance procedure.
6. ASIA-ICHC personnel are prohibited from retaliating against any person who opposes, complaints about or reports discrimination, files a complaint, or cooperates in an investigation of discrimination or other proceeding under federal, state, or local anti-discrimination laws.

DOCUMENTATION/MONITORING:

Chart reviews for health literacy assessments.

REFERENCES:

<http://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/literacy/index.html>

Note: The REALM-SF was developed with AHRQ funding, independently of REALM. To obtain permission to use the REALM, contact Dr. Terry Davis at tdavis1@lsuhsc.edu.