

	<b>Section:</b> Patient Rights ADA-Civil Rights-Complaint Resolution	<b>No.</b>
	<b>Title:</b> Non-Discrimination	<b>Page:</b>
		<b>Policy Effective Date:</b> 10/16/2016
		<b>Revision Dates:</b> 10/24/2023, 12/31/2025
		<b>Current Review/Approval Date:</b> 12/31/2025

## PURPOSE

This policy establishes guidance for the implementation of the Non-Discrimination Plan for Lake Charles Urgent Care, LLC and its affiliates and ensures that patients are provided with accurate and up-to-date information.

## POLICY

Affordable Care Act Section 1557 Civil Rights Laws indicates that beginning October 17, 2016 covered entities are required to make reasonable changes to comply with the issuance of final rule Section 1557 nondiscrimination provision of the Patient Protection and Affordable Care Act.

### Nondiscrimination Act Key Points

1. The protections in the final rule and Section 1557 regarding individuals' rights and the responsibilities build on existing federal civil rights laws to advance protections for underserved, underinsured, and often excluded populations.
2. The Department of Health and Human Services (HHS) then issued a final rule to advance health equity and reduce health care disparities.
3. The Final rule prohibits discrimination based on race, color, national origin, sex, discrimination based on pregnancy, gender identity and sex stereotyping, age or disability.
4. The final rule also enhances language assistance for people with limited English proficiency and helps to ensure effective communication for individuals with disabilities.
5. Further enforces the Americans with Disabilities Act Standards for Accessible Design as the standards for physical accessibility
6. Individuals must be treated consistent with their gender identity, including the access to facilities. Providers may not deny or limit treatment for any health services that are ordinarily or exclusively available to individuals of one gender based on the fact that a person seeking such services identifies as belonging to another gender.

### Notice of Nondiscrimination Action Plan

Lake Charles Urgent Care, LLC. and affiliates will provide tools and service resources to resolve barriers that may prevent accessibility or understanding information concerning health status, treatment, or the informed decision-making process.

Barriers may include limited English proficiency, hearing or speech impairment, difficulty with reading or writing, vision or inability to comprehend verbal instruction, mobility, or physical barriers.

Due to the nature of our walk-in business with no appointment necessary, if an onsite communication interpreter is required, the company will make every effort to provide services within 1-2 hours of notification.

"Interpreter services are readily available by phone for verbal communication and via live video relay for sign language communication.

Due to the nature of our walk-in business with no appointment necessary, if an onsite communication interpreter is requested, we will make every effort to provide services within 1-2 hours of notification when reasonably possible in locations where on-site services are available".

1. Assistive services within our capability will be provided to patients free of charge.
2. Qualified sign language interpreters per availability, and/or written information in other formats (large print, audio, accessible electronic formats, other formats, bi-lingual pain scales, bi-lingual ASL tools)
3. Registration and Consent forms will be available in English and Spanish.
4. Provide free language interpreter services to people whose primary language is not English
5. A Notice of Nondiscrimination is conspicuously posted on site in the top 20 languages in areas where we do business.
6. A Notice of Nondiscrimination is posted on each entity website.
7. Non- discrimination Notice acknowledgement is included on the registration and/or consent forms.
8. The choice of gender option "other" is made available at the registration.
  - a. "Cust Demos" option of Gender- other can be entered in the EMR box for "Gender-other".
9. Unisex Restroom signage is suggested.
10. A Civil Rights Coordinator is appointed.
11. A Civil Rights Grievance Policy is in effect.

#### **Additional Tools**

1. Limited English-speaking patients may now choose to utilize the Language Identification Selection Flashcard to help express to the CSR which type of non-English interpreter they will need.
2. Due to the nature of our walk-in business with no appointment necessary, if an onsite communication interpreter is required we will make every effort to provide services within 1-2 hours of notification.
3. Behind the Language Identification Selection Flashcard, the company has provided the newly required federal Nondiscrimination Notice in 20 languages for patients to view if desired. This is to remain accessible in a conspicuous place.
4. Nondiscrimination tag lines are available in 20 languages. "The company complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. The company does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex".

#### **Notice**

##### **Discrimination Is Against the Law**

The company complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. The company does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

- ❖ Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters in a timely manner
  - 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 in a timely manner
  - Information written in other languages

If you need these services, please notify the staff upon your arrival to the facility. Due to the nature of our business as a walk-in facility, in instances when an onsite interpreter is required, the company will make every effort to provide the interpreter within one to two hours when reasonably possible.

If you believe that this company has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the company Civil Rights Coordinator via phone (337)990-8000 or email [compliance@lcurgentcare.com](mailto:compliance@lcurgentcare.com).

You can also file a complaint to the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the [Office for Civil Rights Complaint Portal](http://www.hhs.gov) <http://www.hhs.gov> 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)

#### **References**

For more information, click on the following links:

<http://www.hhs.gov/civil-rights/for-individuals/section-1557/fs-limited-English-proficiency/index.html>

<http://www.hhs.gov/civil-rights/for-individuals/section-1557/index.html>