

GREENVILLE HEALTH SYSTEM  
MANUAL OF POLICY DIRECTIVES

POLICY: S-050-59

TITLE: Non-Discrimination in Patient Care Policy

DATE: March 25, 2014

- I. Purpose. Every patient has the right to competent, considerate and respectful care in a safe setting that fosters the patient's comfort and dignity and is free from all forms of abuse and harassment. Through implementing this non-discrimination in patient care policy in all areas of its operations, the Greenville Health System (GHS) demonstrates its commitment to providing equal treatment, quality medical care, and respecting the personal dignity of all patients.
- II. Policy. It is the policy of the Greenville Hospital System not to engage in discrimination on the basis of race, color, national origin, religion, age, sex, physical, mental or other disability, medical condition, sexual orientation, gender identity, gender expression, pregnancy, ancestry, marital status, citizenship, status as a veteran, or other non-medically relevant factors.
- III. Program Accessibility. GHS is committed to ensuring accessibility in all of its facilities, programs, practices, and services for persons with accessibilities.
- IV. Scope. This policy applies to admission, treatment, discharge, or other participation in any of the GHS' programs, services or activities including, but not limited to:
  - A. All patient admissions
  - B. All care, whether inpatient, outpatient or emergency in nature
  - C. All patients' rooms, floor or section assignments or transfers, except in those cases where patient safety or health condition is a necessary condition
  - D. Employee assignments to patient services
- V. Policy Dissemination. The Non-Discrimination Policy will be disseminated via the following:
  - A. Employee intranet site within the Greenville Health System
  - B. GHS Manual of Policy Directives
  - C. GHS.org website

- D. Patient Admission packet
  
- VI. Procedure for reporting Discrimination to GHS. The Diversity Department is responsible for enforcing Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Age Discrimination Act of 1975 within all GHS operations. The Chief Diversity Officer is the Section 504 Coordinator for all GHS facilities. Any patient who believes that he or she has been discriminated against based on the criteria stated in this policy should report the circumstances to the Diversity Department by calling 864-455-7115 or emailing [diversity@ghs.org](mailto:diversity@ghs.org).
  - A. Grievances must be submitted to the Diversity Department within 180 days of the date the person filing the grievance becomes aware of the alleged discriminatory action.
  - B. A complaint should be in writing, containing the name and address of the person filing it and a description of the problem or action alleged to be discriminatory.
  - C. The Diversity Department or its designee shall conduct an investigation of the complaint and issue a written decision on the grievance.
  - D. The person filing the grievance may appeal the decision of the Diversity Department by writing to the Administrator/Campus President of the area in which the alleged discrimination occurred. The Administrator/Campus President shall issue a written decision in response to the appeal.
  
- VII. Accommodations. GHS will make appropriate arrangements to ensure that disabled persons are provided accommodations, if needed, to participate in the grievance process. Such arrangements may include, but are not limited to, providing interpreters for the deaf or ensuring an accessible location for the proceedings. The Diversity Department will be responsible for such arrangements.
  
- VIII. Non-retaliation. It is the policy of GHS not to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.
  
- IX. Reporting Discrimination to Outside Agencies. Nothing in this policy prohibits patients, families, employees, or others from filing complaints with other agencies having responsibility and authority for investigating allegations of discrimination or violation of patient rights. The Department of Health and Human Services' Office for Civil Rights is also an option for individuals filling a discrimination complaint.