

NON DISCRIMINATION POLICY

As a recipient of Federal financial assistance, Prowers Medical Center does not exclude, deny benefits to, or otherwise discriminate against any person on the basis of race, gender, religion, color, national origin, disability, age or any unlawful reason in admission to, participation in, or receipt of the services and benefits under any of its programs and activities, whether carried out by Prowers Medical Center directly or through a contractor or any other entity with which Prowers Medical Center arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and Regulations of the U.S. Department of Health and Human Services issued pursuant to these statutes at Title 45 Code of Federal Regulations Parts 80, 84, and 91, as well as any other federal or Colorado laws and regulations that provide similar protection.

In case of questions or to request interpreter services, please contact:

Provider Name: Prowers Medical Center
Contact Person/Section 504 Coordinator: Karl Nieschburg
Telephone number: 719-336-4343 ext. 1204 or 719-336-7390

TTY/TDD or Relay Colorado number:
TTY – Dial 711 or 1-800-659-2656
Voice – Dial 711 or 1-800-659-3656
Prowers Medical Center TTY/TDD Direct Line: 719-336-4459

LANGUAGE ACCESS SERVICES

Free Interpreter Services Available

In case of questions or to request interpreter services, please contact:

Provider Name: Prowers Medical Center
Language Coordinator: Elia Trujillo
Telephone number: 719-336-4343 ext. 1134 or 719-336-7150

SERVICIOS DE ASISTENCIA DE IDIOMAS

Servicios de Interpretación Gratuitos están Disponibles

En caso de preguntas o para solicitar servicios de intérprete, por favor contacte:

Nombre de Proveedor: El Centro Medico de Prowers
Coordinador de Idiomas: Elia Trujillo
Número de Teléfono: 719-336-4343 ext. 1134 o 719-336-7150

LANGUAGE ACCESS POLICY SUMMARY FOR COMMUNICATION WITH PERSONS WITH LIMITED ENGLISH PROFICIENCY

Prowers Medical Center will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in our services, activities, programs and other benefits. Promote meaningful communication with LEP patients/clients and their authorized representatives involving their medical conditions and treatment. Communication of information contained in vital documents, including but not limited to, waivers of rights, consent to treatment forms, and registration forms. All interpreters, translators and other aids needed to comply with this policy shall be provided without cost to the person being served, and patients/clients and their authorized representatives will be informed of the availability of such assistance free of charge.

Language assistance will be provided through use of trained medical interpreters and competent bilingual staff, translation services, or technology and telephonic interpretation services. All staff will be provided notice of this policy and procedure, and staff that may have direct contact with LEP individuals will be trained in effective communication techniques, including the effective use of an interpreter.

Prowers Medical Center will conduct a regular review of the language access needs of our patient population, as well as update and monitor the implementation of this policy and these procedures, as necessary.

HEARING IMPAIRED SERVICES SUMMARY FOR AUXILIARY AIDS AND SERVICES FOR PERSONS WITH DISABILITIES

Prowers Medical Center will take appropriate steps to assist persons with disabilities, including persons who are deaf, hard of hearing, or blind, or who have other sensory or manual impairments, have an equal opportunity to participate in our services, activities, programs and other benefits. The procedures outlined below are intended to promote effective communication with patients/clients involving their medical conditions, treatment. The procedures also apply to, among other types of communication, communication of vital information contained in important documents, including waivers of rights, consent to treatment forms, and registration forms. All necessary auxiliary aids and services shall be provided without cost to the person being served.

All staff will be provided written notice of this policy and procedure, and staff that may have direct contact with individuals with disabilities will be trained in effective communication techniques, including the effective use of interpreters.

HOSPITAL SECTION 504 NOTICE OF PROGRAM ACCESSIBILITY

The regulation implementing Section 504 requires that an agency/facility "*...adopt and implement procedures to ensure that interested persons, including persons with impaired vision or hearing, can obtain information as to the existence and location of services, activities, and facilities that are accessible to and usable by disabled persons.*" (45 C.F.R. §84.22(f))

The Prowers Medical Center and all of its programs and activities are accessible to and useable by disabled persons, including persons who are deaf, hard of hearing, blind, or who have other sensory impairments. Access features may include:

- Convenient off-street parking designated specifically for disabled persons.
- Curb cuts and ramps between parking areas and buildings.
- Accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria, patient treatment areas, including examining rooms and patient units.
- Assistive and communication aids provided to persons who are deaf, hard of hearing, or blind, or with other sensory impairments. There is no additional charge for such aids. Some of these aids may include:

- Qualified sign language interpreters for persons who are deaf or hard of hearing.
- A twenty-four hour (24) telecommunication device (TTY/TDD) which can connect the caller to all extensions within the facility and/or portable (TTY/TDD) units, for use by persons who are deaf, hard of hearing, or speech impaired.
- Readers or taped material for the blind and large print materials for the visually impaired.
- Flash cards, alphabet boards or other communication boards.
- Assistance for persons with impaired manual skills.

If you require any of the aids listed above, please let the receptionist or your nurse know.

SECTION 504 GRIEVANCE PROCEDURE

It is the policy of Prowers Medical Center not to discriminate on the basis of disability. Prowers Medical Center has adopted an internal grievance procedure providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794) or the U.S. Department of Health and Human Services regulations implementing the Act. Section 504 states, in part, that "no otherwise qualified handicapped individual...shall, solely by reason of his handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance..." The Law and Regulations may be examined in the office of Karl Nieschburg, Compliance Officer, 719-336-4343 ext. 1204, or 719-336-7390 who has been designated to coordinate the efforts of Prowers Medical Center to comply with Section 504.

Any person who believes she or he has been subjected to discrimination on the basis of disability may file a grievance under this procedure. It is against the law for Prowers Medical Center to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

Procedure:

Grievances must be submitted to the Section 504 Coordinator within 180 days of the date the person filing the grievance becomes aware of the alleged discriminatory action.

A complaint must be in writing, containing the name and address of the person filing it. The complaint must state the problem or action alleged to be discriminatory and the remedy or relief sought.

The Section 504 Coordinator, Karl Nieschburg shall conduct an investigation of the complaint. This investigation may be informal, but it must be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Section 504 Coordinator will maintain the files and records of Prowers Medical Center relating to such grievances.

The Section 504 Coordinator will issue a written decision on the grievance no later than 30 days after its filing.

The person filing the grievance may appeal the decision of the Section 504 Coordinator by writing to the Prowers Medical Center Chief Executive Officer at 401 Kendall Drive, Lamar, Colorado 81052, Phone: 719-336-5146 within 15 days of receiving the Section 504 Coordinator's decision.

The Prowers Medical Center Chief Executive Officer at 401 Kendall Drive, Lamar, Colorado 81052, Phone: 719-336-5146 shall issue a written decision in response to the appeal no later than 30 days after its filing.

The availability and use of this grievance procedure does not prevent a person from filing a complaint of discrimination on the basis of disability with the U. S. Department of Health and Human Services, Office for Civil Rights.

“The Office for Civil Rights can be reached at 1961 Stout Street, Room 1426, Denver, Colorado, 80294 or 303-844-2044, TDD 303-844-3439.”

Prowers Medical Center will make appropriate arrangements to ensure that disabled persons are provided other accommodations if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing interpreters for the deaf, providing taped cassettes of material for the blind, or assuring a barrier-free location for the proceedings. The Section 504 Coordinator will be responsible for such arrangements.