



### **III. AFFECTED DEPARTMENTS**

- A. All Dignity Health owned or operated sites where care and treatment are provided to patients, including but not limited to hospitals, ambulatory surgery centers, home health agencies and Dignity Health-affiliated clinics, and contracted services.

### **IV. QUESTIONS AND COMPLAINTS**

- A. In case of questions concerning this Policy, or in the event of a desire to file a complaint alleging violations of this Policy, with respect to discrimination in access to services or facilities, please call the Dignity Health Hotline at 1-800-938-0031, see Dignity Health Administrative Policy and Procedure No. 100.8.022, *Patient and Visitor Grievances*, or contact the Facility's Patient Safety Officer.
- B. California Relay Services: 800-855-7100 (Voice); 800-855-7100 (TTY); 800-855-7200 (Spanish V/TTY); or 711
- C. Nevada Relay Services: 800-326-6888 (Voice); 800-326-6868 (TTY); 800-877-1219 (Spanish V/TTY); or 711
- D. Arizona Relay Services: 800-842-4681 (Voice); 800-367-8939 (TTY); 800-842-2088 (Spanish V/TTY); or 711

### **V. COMMUNICATION OF POLICY; ACCESS TO POLICY; TRAINING**

#### **A. Communication**

- 1. This Policy shall be communicated to individuals seeking access to a Dignity Health Facility in a way that ensures such persons understand that the Facility will provide providing equal access to its programs and activities to all individuals in accordance with the provisions of this Policy.

#### **B. Alternative Formats**

##### **1. Auxiliary Aids**

- a. If an individual seeking access to a Facility has a sensory or communication disability, this Policy shall be communicated in the requested accessible format, such as audio, large print format, sign language, or other appropriate method, in accordance with Dignity Health Administrative Policy and Procedure No. 100.8.021, *Auxiliary Aids and Services for Effective Communication with Persons with Disabilities*, or successor policy.

2. Foreign Language/Limited English Proficiency

- a. If an individual seeking access to a Facility requires foreign language interpretation services, this Policy shall be made available in accordance with Dignity Health Administrative Policy and Procedure No. 100.8.020, *Language Access for Limited English Proficient (LEP) Patients and Companions*, or successor policy.

3. Auxiliary Aids/Foreign Language/Limited English Proficiency

- a. If a Person with Sensory or Communication Disabilities seeking access to a Facility also requires foreign language interpretation services, this Policy shall be made available in accordance with both Dignity Health Administrative Policy and Procedure No. 100.8.021, *Auxiliary Aids and Services for Effective Communication with Persons with Disabilities*, and Dignity Health Administrative Policy and Procedure No. 100.8.020, *Language Access for Limited English Proficient (LEP) Patients and Companions*, or successor policies.

C. Employee Education

1. Dignity Health shall instruct all medical personnel and staff, including security personnel and volunteers, on the provisions of this Policy through its normal channels of communicating information to employees, including but not limited to its Intranet site, and at employee orientation. Each Facility shall also conduct periodic employee training to ensure its employees are familiar with this Policy.

**VI. REFERENCES:**

- A. Dignity Health Administrative Policy and Procedure No. 100.8.020, *Language Access for Limited English Proficient (LEP) Patients and Companions*
- B. Dignity Health Administrative Policy and Procedure No. 100.8.021, *Auxiliary Aids and Services for Effective Communication with Persons with Disabilities*
- C. Dignity Health Administrative Policy and Procedure No. 100.8.022, *Patient and Visitor Grievances*
- D. Dignity Health Administrative Policy and Procedure No. 100.8.024, *Section 504 Notice of Program Accessibility*
- E. Dignity Health Administrative Policy and Procedure No. 100.8.025, *Service Animals for Persons with Disabilities*