

ELECTRA HOSPITAL DISTRICT

NONDISCRIMINATION

POLICY

Electra Hospital District complies with applicable Federal Civil Rights laws and does not exclude, deny access/benefits to health care, or otherwise discriminate against any person on the basis of race, color, sex, national origin, disability, religion, age, sexual orientation or gender identity.

Electra Hospital District provides auxiliary aids and services to people with disabilities and people who do not communicate in English or have Limited English Proficiency (LEP) without cost to the person being served. Auxiliary aids and services may include but are not limited to:

- over-the-phone interpretation services
- video remote interpreting
- bilingual staff interpreters
- written information in Spanish
- written information in large print
- qualified readers
- writing materials
- computers, laptops or tablets
- available staff to assist those with impaired manual skills

The following staff members are identified as patient advocates and are responsible for providing auxiliary aids and services in a timely manner at their respective locations.

Electra Medical Clinic 940-495-4215 Business Office Manager 940-495-5146	Electra Memorial Hospital 940-495-3981 CNO 940-495-5240	Electra Memorial Hospital Home Health 940-495-2900 Director 940-495-5402	Goldsmith's Drug and Electra Medical Supply Business Office Manager 940-495-2335 940-495-4601	Iowa Park Clinic 940-592-3500 Clinic Administrator 940-592-5502	Iowa Park Pharmacy 940-592-2731 Business Office Manager 940-592-5588	Park Clinic 940-592-4141 Business Office Manager	Tri-med Ambulance 940-495-3981 Manager 940-495-5294
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Electra Hospital District provides effective interpretation by:

- Maintaining a list of qualified interpreters on staff that includes their names, phone numbers, qualifications and hours of availability and contacting them when needed.
- Arranging for outside interpreter services available 24 hours/ day through Stratus Video
 - Stratus Video (formerly Optimal Phone Interpreters or OPI)
35 N. Garden Ave Suite 1000
Clearwater, FL 33755
Interpreter # 877-746-4674
- Utilizing relay services for external telephone calls with TTY users through Relay Texas.
 - Relay Texas
800-676-3777

Individuals may prefer or request to use a family member or friend as an interpreter; however, family members or friends of the individual will not be used as interpreters unless specifically requested by the individual and after an offer has been made by the facility to provide an interpreter at no charge. Such an offer and response will be documented in the individual's file. Issues of competency of interpretation, confidentiality, privacy and conflict of interest will be considered when using an individual's chosen interpreter. If the chosen interpreter is not competent or appropriate, competent interpreter services will be provided.

Children and other patients will NOT be used to interpret, in order to ensure confidentiality of information and accurate communication.

EHD and all of its programs and activities are accessible to people with disabilities. Access features include:

- Convenient off-street parking designated specifically for disabled persons.
- Curb cuts and ramps between parking areas and buildings.
- Level access into first floor level with elevator access to all other floors.
- Fully accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria, patient treatment areas, including examining rooms and patient wards.

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.

The Electra Hospital District Administrator is the designated Section 1557 Coordinator and is responsible for ensuring staff compliance with this policy.

PROCEDURE

1. Electra Hospital District will provide a Nondiscrimination Notice that includes the availability of and procedure for requesting auxiliary aids and services through notices posted in waiting rooms and registration areas.
2. Staff will consult with the following individuals that have an identified communication barrier to determine what aids or services are necessary to provide effective communication:
 - Individuals self-identified as a person with a disability that affects the ability to communicate or to access or manipulate written materials.
 - Individuals identified as non-English speaking or LEP.
 - Individuals that request an auxiliary aid or services.
3. Staff will notify the patient advocate for their facility for assistance in providing auxiliary aids and services as needed.
4. Any person who believes that they have been subjected to discrimination may file a complaint using the facility’s Patient Concern/Grievance procedure.
 - Grievances must be submitted in writing within 30 days of the date the person filing the grievance becomes aware of the discriminatory action.

LIST OF QUALIFIED INTERPRETERS

NAME	Extension	QUALIFICATIONS	HOURS OF AVAILABILITY
Jeanette Kimbrew	235	Native Spanish Speaker, Phlebotomist	When on-duty
Anna Vasquez	250	Native Spanish Speaker, RN	When on-duty
Veronica Caballero	250	Native Spanish Speaker, RN	When on-duty
John Perez Jr.	294	Native Spanish Speaker, EMS Director	When on-duty
Daniella Solis	250	Native Spanish Speaker, LVN	When on-duty