



Non- Discrimination Policy

SCOPE

This policy applies to AFC Divinity at Webster the day-to-day operations.

PURPOSE

The purpose of this policy is to provide guidance for implementing a Non- discrimination plan and to ensure that the most up to date information is available.

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) the 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 Plan

The company will provide tools and service resources to resolve barriers 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, we will make every effort to provide services within 1-2 hours of notification.

1. Assistive services within our capability will be provided to patients free of charge.
2. Qualified sign language interpreters
3. Written information in other formats (large print, audio, accessible electronic formats, other formats, bi-lingual pain scales, bi-lingual ASL tools)
4. Registration and Consent forms will be available in English and Spanish.



5. Provide free language interpreter services to people whose primary language is not English
6. A Notice of Nondiscrimination is conspicuously posted on site in the top 20 languages in areas where we do business.
7. A Notice of Nondiscrimination is posted on each entity website.
8. Taglines and Notice acknowledgements are now added to registration and consent forms.
9. A third Gender option is available on the registration form.
10. "Cust Demos" option of Gender- other can be entered in EMR box for "Gender-other".
11. Unisex Restroom signage.
12. A Civil Rights Coordinator is appointed.
13. A Civil Rights Grievance Policy is in effect.

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 (646) 612-7747 or email Ccarlos@afccurgentcare.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)

TRAINING

All employees are trained on hire and with review annually as indicated.