

SECTION 1557 EDUCATION

Section 1557 is the nondiscrimination provision of the Affordable Care Act (ACA). This law prohibits discrimination on the basis of race, color, national origin, sex, age or disability in certain health programs or activities. On May 13, 2016, the HHS Office for Civil Rights issued the final rule implementing of Section 1557.

Section 1557 is the first Federal civil rights law to broadly prohibit sex discrimination in health programs and activities.

- Sex discrimination includes, but is not limited to, discrimination based on an individual's sex, including pregnancy, related medical conditions, termination of pregnancy, gender identity and sex stereotypes.
 - Gender identity means an individual's internal sense of gender, which may be male, female, neither, or a combination of male and female
 - Sex stereotypes means stereotypical notions of masculinity or femininity
 - Our organization must treat individuals consistent with their gender identity

Under Section 1557 of the Affordable Care Act, our organization is required to post **Notices of Nondiscrimination** and taglines that alert individuals with limited English proficiency to the availability of language assistance services.

There are protections provided under Section 1557 for individuals with disabilities. These protections require that our organization provides the following:

- Appropriate steps to ensure that communication with individuals with disabilities is as effective as communication with others
- Appropriate auxiliary aids and services, such as alternative formats and sign language interpreters, where necessary for effective communication
- Notice of individuals' rights must be posted, providing information about communication assistance among other information

What you may notice related to Section 1557 requirements:

- Changes in applicable policies (Interpreter Services policy, Grievance policy, Patient Rights and Responsibilities policy)
- Signs will be present at clinics and in the hospital that reference Section 1557 and Nondiscrimination. These signs will include information in 15 different languages to assist individuals with Limited English Proficiency

There will be few changes with Grievances that are related specifically to alleged Civil Rights offenses. We will take these cases through our normal process, but there are a few specific requirements for cases alleging discrimination. Specific requirements for Grievances related to Section 1557:

- Our organization is required to identify an employee responsible for 1557 compliance and investigations. For UnityPoint, this is Angela Moore, Director of Corporate Compliance.
- Grievances must be submitted within 60 days of the date the person filing the grievance becomes aware of the alleged discriminatory action.
- All complaints related to discrimination must be submitted in writing, containing the name and address of the person filing it
- Our usual process will also ensue
 - An investigation of the complaint will occur and a written decision on the grievance will be issued within 30 days after its filing. Within 30 days, the person filing the grievance may appeal the decision by submitting information in writing.

As always, please contact the Patient Advocate office for assistance with ensuring that all patients are receiving care and communication effectively and efficiently in accordance with their needs and preferences. You can contact a patient advocate at (309) 671-8209.

What can you do at UnityPoint Health to meet the expectations of Section 1557 while exemplifying our values?

- Create a welcoming environment for patients
 - Post the non-discrimination statement
 - Make handouts of this notice available to patients, similar to other significant handouts
 - Be respectful towards all individuals
- Guidelines for discussions with patients
 - Approach the interview showing empathy, open-mindedness and without passing judgment
 - Prepare now so not caught off guard during an interaction and then demonstrate being uncomfortable
- Language to use when talking with patients
 - Listen to how patients describe their own sexual orientation, partners, relationships, and their own choice of language
 - If you don't know what pronoun to use, politely and respectfully ask which pronoun they prefer and then use that pronoun.
 - Don't try to tell a person what "category or "identity" they fit into – do not apply labels or identities that they have not chosen for themselves
 - Avoid using the term "gay" even if they indicate same-sex/gender partner
- Confidentiality
 - Encourage openness to patients by explaining that UnityPoint Health follows strict confidentiality practices. We want patients to disclose information pertinent to their health so appropriate care and treatment can be provided.



UnityPoint Health

UnityPoint Health Nondiscrimination/ Accessibility Notice

UnityPoint Health does not discriminate, exclude, or treat people differently on the basis of race, color, national origin, age, disability, or sex. We provide the following for free:

- Communication aids and services to people with disabilities, such as:
 - Sign language interpreters
 - Written information in other formats
- Language services to people whose primary language is not English, such as:
 - Interpreters
 - Information written in other languages

If you need these services, please contact the Call Center: 309-672-5522.

For TTY, please dial one of these phone numbers:

Methodist TTY: 309-672-5999
Proctor TTY: 309-693-0405

If you believe that we have failed to provide these services or discriminated on the basis of race, color, national origin, age, disability, or sex, you can reach the Civil Rights Coordinator through the Patient Advocates by filing a grievance in person, or by mail, fax, or email:

Patient Advocates
221 Northeast Glen Oak Avenue
309-672-5529
Fax: 309-363-4125
PIA_Patient_Advocate@unitypoint.org

You can also file a complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, 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,
1-800-537-7697 (TDD)
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

Arabic

ملحوظة: إذا كنت تتحدث انكر اللغة، فإن خدمات المساعدة الفورية توافر Methodist: 309-672-5999; Proctor: 309-693-0405 (رقم هاتف المسم والكم: 1) 309-672-5522

Chinese

注意: 如果您使用繁體中文, 您可以免費獲得語言援助服務。請致電 309-672-5522 (TTY Methodist : 1-309-672-5999; ATS Proctor: 1-309-693-0405)。

French ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 309-672-5522 (ATS Methodist : 1-309-672-5999, ATS Proctor : 1-309-693-0405).

German ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-309-672-5522 (TTY Methodist: 1-309-672-5999, TTY Proctor: 1-309-693-0405).

Hindi ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध हैं। 1-309-672-5522 (TTY Methodist: 1-309-672-5999; TTY Proctor: 1-309-693-0405) पर कॉल करें।

Hmong LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau 1-309-672-5522 (TTY Methodist: 1-309-672-5999; TTY Proctor: 1-309-693-0405).

Laotian ໂປດຊາບ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ຄ່າ, ດ້ານນີ້ມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-309-672-5522 (TTY Methodist: 1-309-672-5999; TTY Proctor: 1-309-693-0405).

Korean 주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-309-672-5522 (TTY Methodist: 1-309-672-5999; TTY Proctor: 1-309-693-0405)번으로 전화해 주십시오.

Pennsylvania Dutch Wann du [Deutsch (Pennsylvania German / Dutch)] schwetscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch. Ruf selli Nummer uff: Call 1-309-672-5522 (TTY Methodist: 1-309-672-5999; TTY Proctor: 1-309-693-0405).

Polish UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej. Zadzwoń pod numer 1-309-672-5522. (TTY Methodist: 1-309-672-5999; TTY Proctor: 1-309-693-0405).

Russian ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-309-672-5522 (телефон Methodist: 1-309-672-5999; Proctor: 1-309-693-0405).

Serbo-Croatian OBAVJEŠTENJE: Ako govorite srpsko-hrvatski, usluge jezičke pomoći dostupne su vam besplatno. Nazovite 1-309-672-5522 (TTY- Telefon za osobe sa oštećenim govorom ili sluhom Methodist: 1-309-672-5999; TTY Proctor: 1-309-693-0405).

Spanish ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-309-672-5522 (TTY Methodist: 1-309-672-5999; TTY Proctor: 1-309-693-0405).

Tagalog PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-309-672-5522 (TTY Methodist: 1-309-672-5999; TTY Proctor: 1-309-693-0405).

Vietnamese CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-309-672-5522 (TTY Methodist: 1-309-672-5999; TTY Proctor 1-309-693-0405)