SUBJECT: NONDISCRIMINATION

POLICY STATEMENT

Albany Medical Center Hospital (AMCH) does not exclude from participation, deny services to or otherwise discriminate against any person on the basis of race, color, gender, gender identity, sexual orientation, age, national origin, religion, disability or ability to pay. If assistance or communication aids for impaired hearing, vision, speech or manual skills are needed, AMCH will make reasonable accommodations.

AMCH will provide prompt and equitable resolution of complaints alleging any action prohibited by Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794) of the U.S. Department of Health and Human Services regulations implementing the Act. Section 504 prohibits discrimination on the basis of disability in any program or activity receiving Federal financial assistance.

PROCESS/PROCEDURE

Any patient who believes they have been subjected to discrimination on the basis of disability may file a grievance under this procedure. It is against the law for AMCH to retaliate against anyone who files a grievance or cooperates in the investigation of a grievance.

1. Grievances must be submitted to the Director of Patient Relations (Section 504 Coordinator) within thirty (30) days of the date the person filing the grievance becomes aware of the alleged discriminatory action. Questions regarding this process should be directed to the Department of Patient Relations at 262-3499.

2. 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. It may be hand-delivered or mailed to: Albany Medical Center Department of Patient Relations, 43 New Scotland Avenue MC-83, Albany NY 12208.

3. The Director of Patient Relations, or designee, shall conduct an investigation of the complaint. This investigation must be thorough and will afford all interested persons an opportunity to submit evidence relevant to the complaint. The Department of Patient Relations will maintain the files and records of AMCH relating to such grievances.

4. The Chair of the Patient Grievance Committee will issue a written decision on the grievance no later than thirty (30) days after its filing.

5. An individual who files a complaint may pursue other remedies, including filing with the Office for Civil Rights (Region II), U.S. Department of Health & Human Services, Jacob Javits Federal Building, 26 Federal Plaza Suite 3312, New York NY 10278.

ASSOCIATED REFERENCES

None