



POLICY & PROCEDURE Patient Non-Discrimination

FUNCTION
Quality & Compliance
NUMBER
11.06
PRIOR ISSUE
N/A
EFFECTIVE DATE
02/17/2022

Purpose:

Ali'i Health Center (AHC) is committed to establishing multicultural principles and practices throughout our organizational services, and programs. We strive to reduce healthcare disparities and increase access by providing high quality, culturally competent and financially attainable healthcare. A key component of this goal is our desire to provide high quality healthcare to our community irrespective of their ethnicity, culture, religious beliefs, language, or ability to pay.

Policy:

Ali'i Health Center will not discriminate in the provision of services to an individual:

1. Because the individual is unable to pay;
2. Because payment for those services would be made under Medicare, Medicaid, or the Children's Health Insurance Program (CHIP); or
3. Based upon the individual's race, color, sex age, national origin, disability, religion, gender identity or sexual orientation.

Ali'i Health Center will provide to an individual:

1. A financial hardship policy when applicable;
2. Services and aids to people with disabilities to communicate effectively with us such as
 - a. Qualified interpreters
 - b. Written information in other languages and additional formats (large print, accessible electronic formats)

If you believe AHC has failed to provide these services or discriminated in another way on the basis of race, color, sex age, national origin, disability, religion, gender identity or sexual orientation you can file a grievance with:

Attn: Quality & Compliance Officer
Ali'i Health Center
78-6831 Ali'i Drive, Ste 418
Kailua-Kona, HI 96740
Phone: (808) 909-3245
Email: compliance@aliihealth.com

You can also file a complaint with HHSC's Corporate Compliance Officer:

Corporate Compliance & Privacy Officer
3675 Kilauea Avenue
Honolulu, HI 96816
(808) 733-8430

PrivacyOfficer@hhsc.org

You can also file a civil rights complaint with the U.S. Department of Health and Human Services:

Office for Civil Rights
U.S. Department of Health and Human Services
907th Street, Suite 4-100
San Francisco, CA 94103
Main Line: (425) 437-8324
Toll-Free Hotline: (800) 368-1019
TDD: (800) 537-7697

Website: www.hhs.gov/ocr/