



Policy and Procedures

Policy Title:	Title VI Compliance Notice
Section:	Nondiscrimination
Applicable for:	Siloam Health, org-wide
Issued by:	Linda Bailey, COO
Effective date:	August 5, 2003
Last reviewed:	December 30, 2021, Laura Camp, COO

Title VI, Section 601, of the Civil Rights Act of 1964 provides that: "No person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied benefits of, or be subject to discrimination under any program or activity which receives or benefits from federal financial assistance"

It is the policy of Siloam Health to protect and promote patient rights including those of non-discrimination. No patient of Siloam Health will be turned away or denied access to health care services on the basis of race, color, or national origin.

Patients have many rights that Siloam Health is committed to protecting and promoting. Whenever possible, patients will be informed of their rights in advance of furnishing or discontinuing care. Patients' rights include the following:

1. For your cultural, spiritual and personal values, beliefs and preferences to be respected. You have the right to personal dignity.
2. To know who is involved in your care. Every caregiver at Siloam will wear an ID badge clearly stating his or her name and job title.
3. To know the professional status of those involved in your care. If one of your caregivers is a student, trainee or other professional associated an outside health care organization, this will be explained to you by your primary care provider.
4. To be made aware if Siloam has relationships with other healthcare facilities, educational institutions or other outside organizations/individuals which may be involved in your care.
5. To expect Siloam to provide a reasonable response to your request for medically appropriate care and services including the management of

pain. Siloam is committed to providing you with impartial access to available treatment and accommodations regardless of race, color, national origin, or sources of payment for care.

6. To be informed of your health status so you can participate in making decisions about your care, treatment and services. Throughout the course of treatment and care planning, you will be informed of the proposed procedures and treatments including any potential benefits and side effects/risks. As needed, you will also be informed of alternatives for care and given the choice to allow or refuse medically-appropriate treatments to the extent permitted by law. If you refuse a recommended treatment, you will be informed of the possible medical consequences.

7. To ask questions about the care you are receiving. You may call the nurse line and/or leave a message requesting to speak to a provider.

8. To have access to pastoral and pharmacy services if requested.

9. To receive access to an interpreter (in person or by phone) if you do not speak or understand English.

10. To be given the opportunity to provide feedback about your care. Your views and opinions are very important to Siloam and the opportunity for discussion is welcomed. You may speak with a staff member or request a patient representative, in person or by calling the number shown below.

11. To raise questions and concerns, or make a complaint about your care.

12. To be informed and receive referrals for continuation of care and/or care alternatives when Siloam's services are no longer appropriate.

13. To expect privacy of your health records except in cases of suspected abuse, if there is a public health hazard, and/or when permitted or required by law. Viewing of your health records will be limited to individuals directly involved in your treatment or monitoring of their quality. Other individuals may only have permission to view your health records by your written authorization (or of your legally-authorized representative). You also have the right to expect the privacy of all communications and other records pertaining to your care, including the source of payment for treatment.

14. To access information contained in your health records within a reasonable timeframe, and to have the information explained or interpreted as necessary, except when restricted by law and/or when doing so interferes with treatment.

If you have questions or concerns about your care, safety or if you feel your patient rights have not been respected, please contact:

Kap Sum, Director of Patient Relations
kap.sum@siloamhealth.org
(615) 921-6144