



capitahealth

Last Approved Jul 2025

Effective Jul 2025

Last Revised Jul 2025

Next Review Jul 2028

Owner Richa Bansal: Dir Patient Experience

Area Administrative Policies

References ADM:LD:0022

Section 1557 Nondiscrimination

I. PURPOSE:

To ensure compliance with applicable Federal civil rights laws and Section 1557 of the Affordable Care Act and 45 CFR § 92.8. Capital Health System, Inc. (hereinafter Capital Health) prohibits discrimination in all programs and activities on the basis of race, color, national origin, sex (including pregnancy, sexual orientation, and gender identity), age, or disability.

II. FORMS/ATTACHMENTS:

III. EQUIPMENT/SUPPLIES:

IV. POLICY:

Capital Health does not exclude, deny benefits to, or otherwise discriminate against any individual on the grounds listed above in the admission to participate in or receipt of services and benefits of any of its programs and activities. This policy is applicable to all employees, contractors, medical staff, volunteers, patients, and visitors.

V. PROCEDURE:

A. Nondiscrimination Practices

- No person shall, on the basis of race, color, national origin, sex, age, or disability, be subjected to discrimination under any health program or activity.
- Discrimination based on sex includes pregnancy, sexual orientation, gender identity, and sex

stereotypes.

B. Language Assistance and Accessibility

- Free language assistance services (e.g., qualified interpreters, translated documents) are provided to individuals with Limited English Proficiency (LEP).
- Auxiliary aids and services (e.g., sign language interpreters, assistive listening devices, and accessible documents) are available at no cost to individuals with disabilities.
- Information regarding these services is provided in a notice posted in visible areas and included in publications and on Capital Health's main website.

C. Reasonable Modifications

- Reasonable modifications are made to policies, practices, and procedures to ensure equal access for individuals with disabilities, except where such modifications would alter the nature of the service or activity.

D. Grievance Procedure

- A formal grievance procedure is established and accessible to all individuals who believe they have been subjected to discrimination.
- Grievances can be submitted to the Section 1557 Coordinator within 60 days of the alleged discrimination date. The Section 1557 Coordinator shall conduct an investigation of the complaint. This investigation may be informal, but it will be thorough, affording all interested persons an opportunity to submit evidence relevant to the complaint. The Section 1557 Coordinator will maintain the files and records of Capital Health relating to such grievances.
- Grievances can be filed with the Patient Experience Department via telephone, in person or mail:
 - Capital Health Regional Medical Center 609-394-6336.
 - Capital Health Hopewell 609-303-4280.
 - Capital Health outpatient offices 609-394-6113.
 - Patient Experience department Capital Health Regional Medical Center - 750 Brunswick Ave, Trenton, NJ 08638.
 - Patient Experience department Capital Health Hopewell – 1 Capital Way, Pennington, NJ 08534.
- Civil rights complaint(s) may be filed with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the office for civil rights complaint portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf> or by mail or phone at:
 - U.S. Department of Health and Human Services
200 Independences Ave., SW, Room 509F, HHH Building
Washington, D.C. 20201
1-800-368-1019, 800-537-7697 (TDD)
 - Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.
- Grievances are promptly investigated and resolved in a timely manner. The Section 1557 Coordinator will issue a written decision on the grievance, based on a preponderance of the

evidence, no later than 30 days after its filing, including a notice to the complainant of their right to pursue further administrative or legal remedies.

- All grievances are documented appropriately for a minimum of 3 years. To the extent possible, and in accordance with all applicable law, the Section 1557 Coordinator will take appropriate steps to preserve the confidentiality of files and records relating to grievances and will share them only with those who have a need to know. Capital Health will make appropriate arrangements to ensure that individuals with disabilities and individuals with limited English proficiency are provided auxiliary aids and services or language assistance services, respectively, if needed to participate in this grievance process. Such arrangements may include, but are not limited to, providing qualified interpreters, providing taped cassettes of material for individuals with low vision, or assuring a barrier-free location for the proceedings. The Section 1557 Coordinator will be responsible for such arrangements.
- Capital Health does not retaliate against any person who seeks an accommodation or makes a complaint under this policy.

E. Notice Requirements

- The notice of nondiscrimination and notice of availability of language assistance services and auxiliary aids are posted and distributed as required by law. The notice of availability of language assistance services is in English and the 15 languages most commonly spoken by individuals with limited English proficiency.

VI. REFERENCES:

DNV - NIAHO® Accreditation Requirements, Interpretive Guidelines and Surveyor Guidance for Hospitals
Revision 25-0 – April 28, 2025

42 CFR 92

42 CFR § 92.7

42 CFR § 92.8

42 CFR § 92.9

42 CFR § 92.10

42 CFR § 92.11

42 CFR § 92.210

Approval Signatures

Step Description	Approver	Date
VP, Clinical Performance	Mark Arcaro: VP Clinical Performance	Jul 2025

Chief Compliance Officer

Laura McGuire: Chief
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Jul 2025

Richa Bansal: Dir Patient
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Jul 2025

Standards

No standards are associated with this document

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