

## NONDISCRIMINATION POLICY, PROCEDURE & PLAN

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### POLICY

Colorado Primary Health Care does not discriminate based on disability, race, color, national origin, sex, or age and maintains processes to address potential discrimination through prompt and equitable resolution of complaints.

### PROCEDURES & PLAN

1. **Administrator Responsibilities:**

The practice administrator is responsible to:

- Ensure notice to interested persons that Colorado Primary Health Care does not discriminate on the basis of disability, race, color, national origin, sex, or age.
- Distribute, implement, and update as necessary this *Policy, Procedure & Plan*.
- Oversee the grievance process and maintain files and records relating to grievances.

2. **Grievance Procedures**

- **Filing of a Written Complaint**

Any person who believes they have been subjected to discrimination may file a grievance with the practice administrator or registered agent within 30 days of the date they become aware of the alleged discrimination. Complaints must be in writing, and include:

- o The name, address and phone number of the person filing the complaint;
- o A description of problem or action alleged to be discriminatory; and
- o The remedy or relief sought.

- **Investigation and Findings**

The practice administrator or designee shall conduct an investigation, affording interested persons the opportunity to submit evidence relevant to the complaint. The administrator will issue a written decision on the grievance within 30 days after its receipt.

- **Appeal**

A grievant may appeal the administrator's decision in writing within 15 days of receiving the decision. The practice shall issue a written decision in response to the appeal no later than 30 days after its filing.

3. **Accommodations:** Colorado Primary Health Care will make appropriate arrangements to ensure that necessary accommodations are available to participate in the grievance process (e.g. interpreters, audio material, barrier-free location, etc.).

4. **Rights Not Exclusive.** Availability and use of grievance procedures do not prevent the filing of a complaint with the U.S. Department of Health and Human Services.

5. **Cooperation/Non-Retaliation.** These procedures provide a mechanism for addressing concerns, the success of which depends upon participants. Retaliation against participants is prohibited. Nonetheless, the health provider-patient relationship is one of trust, confidence, and respect and may be terminated at any time if the patient or provider determine that a patient's needs are better served with an alternate provider.