UNIT POLICY

SCHOOL OF DENTISTRY

POLICY ON NON-DISCRIMINATION IN SOD HEALTH PROGRAMS OR ACTIVITIES

Introduction

PURPOSE
This Policy establishes the UNC School of Dentistry’s commitment to non-discrimination in the delivery of patient care in accordance with Section 1557 of the Patient Protection and Affordable Care Act and its implementing regulations at 45 CFR part 92.

SCOPE OF APPLICABILITY
This Policy applies to all School of Dentistry personnel.

Definitions

Complaint: Any patient-initiated issue or concern about patient care, a care provider, access to care, or service quality. Complaints may be expressed verbally or in writing.

Grievance: Any complaint that cannot be resolved to the satisfaction of the patient by School of Dentistry personnel on the spot. The term “grievance” excludes complaints that are made anonymously or solely as a response to a patient satisfaction survey.

Section 1557 grievance: Any grievance that alleges that the School of Dentistry has discriminated against someone on the basis of race, color, national origin, sex, age, or disability in its health programs or activities, as prohibited by Section 1557 of the Affordable care Act (42 U.S.C. 18116) and its implementing regulations at 45 CFR part 92.

Policy

POLICY STATEMENT
The University of North Carolina at Chapel Hill School of Dentistry is committed to providing an inclusive and welcoming environment for all patients. Consistent with this

Policy Title: Policy on Non-Discrimination and Accessibility Rights
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principle and in accordance with applicable laws, the UNC School of Dentistry does not discriminate on the basis of race, color, national origin, age, disability, or sex in its health programs and activities. The UNC School of Dentistry does not exclude people or treat them differently on account of race, color, national origin, age, disability, or sex. Any such discrimination is fundamentally incompatible with the UNC School of Dentistry’s mission, vision, and values, and is expressly prohibited by Section 1557 of the Affordable Care Act and its implementing regulations issued by the U.S. Department of Health and Human Services.

The School shall maintain a grievance procedure to address Section 1557 grievances in a manner that incorporates appropriate due process standards and provides for the prompt and equitable resolution of such grievances.

In order to effectively communicate with all patients, the School shall provide auxiliary aids and services, free of charge and in a timely manner, to any patient requiring assistance:

For persons with disabilities, free aids and services include qualified sign language interpretation, alternative formats of written information, and appropriate assistance from qualified staff when needed to ensure equal access to our health services.

For persons whose primary language is not English, free aids and services include qualified oral interpretation, qualified translations of written information, and appropriate assistance from qualified staff when needed to ensure equal access to our health services.

The School shall provide notice of its commitment to non-discrimination on its website, in conspicuous physical locations throughout the School visible to the public, and by any other appropriate methods as required by law.

The School shall designate a Section 1557 Coordinator to carry out its responsibilities under Section 1557 and under this Policy.

Related Requirements

EXTERNAL REGULATIONS

- Patient Protection and Affordable Care Act § 1557
- Final Rule on Nondiscrimination in Health Programs and Activities, available at (https://www.federalregister.gov/articles/2016/05/18/2016-
11458/nondiscrimination-in-health-programs-and-activities

- Americans with Disabilities Act of 1990
- Title VI of the Civil Rights Act of 1964
- Title IX of the Education Amendments Act of 1972
- Age Discrimination Act of 1975
- Rehabilitation Act of 1973 § 504
- Health Insurance Portability and Accountability Act of 1996

UNIT STANDARDS, OR PROCEDURES

- School of Dentistry “Procedure for Resolving Grievances”

Contact Information

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Important Dates

- Effective Date: February 28, 2018
- Last Revised Date: February 28, 2018
- Other Revision Dates: (none)