

Title: Non-discrimination Under ACA 1557	BAH ID: ADM_0050
Start Date: 4/30/2026	Approval/Reviewed Date:4/17/2026

Policy Statement:

Bay Area Hospital complies with applicable Federal and State civil rights laws and does not discriminate on the basis of age, race, ethnicity, gender, gender identity, religion, sexual orientation, education, veteran status, disability, socioeconomic background or any other attribute.

Definitions:

Section 1557 of the Affordable Care Act (ACA): Section 1557 of the Affordable Care Act prohibits discrimination on the basis of race, color, national origin, sex (including discrimination on the basis of sex stereotypes: sex characteristics, including intersex traits and pregnancy or related conditions), age, or disability in any health program or activity that receives Federal financial assistance, state-based health insurance exchanges, and U.S. Department of Health and Human Services (HHS) health programs and activities.

Objective:

1. Patients receive the same level of care and access to services, regardless of age, race, ethnicity, gender, gender identity, religion, sexual orientation, education, disability, socioeconomic background or any other attribute.
2. Patients have the right to be informed regarding their care and treatment in a manner and format tailored to the patient's age, language, and ability to understand. In keeping with Civil Rights laws, the Americans with Disabilities Act and The Joint Commission, Bay Area Hospital provides the most effective communication with patients.
3. Bay Area Hospital provides free language services to people whose primary language is not English. Interpreter services are available throughout the organization. Bay Area Hospital provides information to staff on the availability of interpreter services and facilitates the communication needs and requests of patients and families.
4. Any individual who believes that Bay Area Hospital has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, gender or gender identity, can file a grievance with Bay Area Hospital by contacting the 1557 Coordinator at 541-269-8100 or send an email to: compliance.privacy@bayareahospital.org.
5. Bay Area Hospital shall not intimidate, threaten, coerce, retaliate, or otherwise discriminate against anyone who files a grievance or participates in the investigation of a grievance for the purpose of interfering with any right or privilege secured by Section 1557.

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6. Bay Area Hospital shall follow its internal grievance process providing for prompt and equitable resolution of complaints alleging any action prohibited by Section 1557 of the Affordable Care Act (42 U.S.C. § 18116) and its implementing regulations at 45 CFR part 92 issued by the U.S. Department of Health and Human Services (HHS).
7. Filing a grievance does not prevent a patient/patient's legal representative from pursuing other legal or administrative remedies, including filing a complaint of discrimination on the basis of race, color, national origin, sex, age, or disability in court or with the U.S. Department of Health and Human Services (HHS) Office for Civil Rights (OCR).
8. A person can file a complaint of discrimination electronically through the Office for Civil Rights (OCR) Complaint Portal, which is available at <https://ocrportal.hhs.gov/ocr/smartscreen/main.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services
200 Independence Avenue, SW
Room 509F
Washington, D.C. 20201
1-800-368-1019
TDD: 1-800-537-7697.

References:

U.S. Department of Health and Human Services (HHS). (2025, April 10). *Filing a Civil Rights Complaint*. HHS. <https://www.hhs.gov/civil-rights/filing-a-complaint/index.html>

U.S. Department of Health and Human Services (HHS) Office for Civil Rights. (2025, April 10). *Filing with OCR*. HHS. <https://www.hhs.gov/ocr/complaints/index.html>