

MOUNT SINAI BETH ISRAEL/MOUNT SINAI BROOKLYN

Administrative Policy and Procedure

Policy No. 1020

POLICY TITLE: Patient Non-Discrimination and Anti-Harassment

POLICY: Mount Sinai Beth Israel (MSBI)/Mount Sinai Brooklyn (MSB) are committed to providing a healthcare environment in which all patients are treated with respect and dignity. Each individual has the right to receive healthcare in an atmosphere that prohibits discriminatory practices, including harassment. It is required that all relationships between employees of the hospital and patients will be free of bias, prejudice and harassment.

PURPOSE: It is the policy of the hospital to provide equitable healthcare without discrimination against, or harassment of, any person on the basis of race, color, national origin, language, religion, sex, age, disability, citizenship, marital status, creed, sexual orientation, gender expression or gender identity (the patient's preferred gender will be respected, and the patient will be referred to by their name and pronoun of choice) or other non-medically relevant factor or any other characteristic protected by federal or state law. Any such discrimination or harassment is prohibited and will not be tolerated. This applies to admission, treatment, discharge or other participation in any of the hospital's programs, services or activities, including, but not limited to:

- all patient admissions;
- all care, whether inpatient, outpatient or emergency in nature;
- all patients' room, floor or section assignments or transfers, except in those cases where patient safety or health condition is a necessary consideration; and
- employee assignments to patient services

PROCEDURES:

Definition of Harassment

A. Sexual harassment constitutes discrimination and a violation of federal, state and local laws. Sexual harassment may include a range of subtle and not so subtle behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include, but are not limited to: unwanted sexual flirtation, advances or requests for sexual favors; subtle or overt pressure for sexual favors; sexual or sexist jokes, innuendoes, advances or propositions; verbal abuse of a sexual nature; commentary about an individual's body, sexual habits, sexual prowess or sexual deficiencies; leering, whistling, touching, pinching, assault or coerced sexual acts; suggestive, insulting or obscene comments or gestures: display or circulation, including through e-mail, of sexually suggestive material, objects or pictures; or other physical, verbal or visual conduct of a sexual nature.

B. Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal or physical conduct that denigrates or shows hostility or aversion towards a patient because of his/her race, color, religion, sex, gender identity or expression, national origin, age, disability, citizenship, marital status, creed, sexual orientation, or any other characteristic protected by law, or that of his/her relatives, friends or associates, and

MOUNT SINAI BETH ISRAEL/MOUNT SINAI BROOKLYN
Administrative Policy and Procedure
Policy No. 1020

that (i) has the purpose or effect of creating an intimidating, hostile or offensive environment; (ii) has the purpose or effect of unreasonably interfering with an individual's dignity; or (iii) otherwise adversely affects an individual's healthcare.

Harassing conduct includes, but is not limited to: epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts, and denigrating jokes. This list is for purposes of illustration and is not intended to be exhaustive.

Hospital and Medical Staff Leadership are responsible for doing all they can to ensure that no patient is subject to conduct which constitutes discrimination or harassment. The hospital will investigate all allegations of non-compliance and take action as needed.

Complaint Procedure:

If any patient, or their representative, believes that the patient has been discriminated against or harassed, they may file a complaint with the Patient Representative Department.

Staff who believe they have witnessed discrimination or harassment have an obligation to bring this to the attention of their immediate supervisor or Department Head. The hospital urges the prompt reporting of such occurrences. Complaints will be investigated promptly and thoroughly.

Confidentiality will be maintained to the extent permitted by law and consistent with the hospital's obligations to investigate complaints and take appropriate corrective action.

Complaints about discrimination and harassment committed by non-employees (for instance, independent contractors or outside vendors) are handled in the same manner. Such complaints will be investigated and appropriate action will be taken.

Retaliation is Prohibited

Retaliation against an individual who reports discrimination or harassment or provides information relevant to such reports is strictly prohibited and will be treated as a serious violation of this policy.

Originating Department:
Policy # 1020

Administration
Created: 02/12
Reviewed: 1/14, 10/15
Revised: 10/15