

BUNKIE GENERAL HOSPITAL, RURAL HEALTH CLINIC, FAMILY CARE CLINIC

NON-DISCRIMINATORY POLICY

(Derived from Patient Rights)

Origination Date: 09/2007

Reviewed Date: 12/19/14, 1/5/16, 2/27/17, 3/30/20, 3/31/21, 11/2/22

Revised Date: 12/16/13, 7/27/15, 8/28/17; 3/26/18; 4/29/19; 9/30/19

Policy Purpose: The purposes of this policy are to clearly outline the civil rights protection and anti-discriminatory policies which protect the patients, employees and public of *Bunkie General Hospital, BGH Rural Health Clinic and BGH Family Care Clinic*.

Policy Statement: *Bunkie General Hospital, BGH Rural Health Clinic and BGH Family Care Clinic* seek to clearly define the processes by which civil rights are protected and by which those protections are communicated and safeguarded. This statement is written in accordance with the provisions of Title VI of the Civil Rights Of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act of 1975, and the Regulations of the US Department of HHS issued pursuant to these statutes at Title 45 Code of Federal Register Parts 80, 84, and 91. Furthermore, *Bunkie General Hospital, BGH Rural Health Clinic and BGH Family Care Clinic* complies with Section 1557 of the Patient Protection and Affordable Care Act of 2010, 42 U.S.C. § 18116.

As a Recipient of Federal financial assistance, *Bunkie General Hospital, BGH Rural Health Clinic and BGH Family Care Clinic* does not exclude, deny benefits to, or otherwise discriminate against any person based on race, color, sex, national origin, disability, age, religion, sexual orientation, gender identity, or inability to pay or on the basis of disability in admission to, participation in, or receipt of the services and benefits under any of its programs or activities, which carried out by the provider directly or through a contractor with which the provider arranges to carry out its programs and activities.

Policy Scope: This policy is procedural and regulatory in nature.

Policy Body: Non-Discriminatory Policy

1. **All Inclusive Policy to Ensure Civil Rights:** There exists an all-inclusive policy to ensure the civil rights of employees, patients, and other individuals as provided for above in the statutes.
 - a. **Provision of Medical Services and Benefits--**
 - i. No patient will be denied the provision of medical services or benefits based on race, color, sex, national origin, disability, age, religion, sexual orientation, gender identity, or inability to pay.
 - b. **Provision of Employment Opportunities-**
 - i. No individual will be denied an employment opportunity based on race, color, sex, national origin, disability, age, religion, sexual orientation, gender identity, or inability to pay.
 - c. **Accommodation-** Patients and employees will be afforded reasonable accommodation within the available resources of *Bunkie General Hospital, BGH Rural Health Clinic and BGH Family Care Clinic* in order to make the building and the provision of services safely and conveniently accessible to any individual with the full intention that all persons be afforded all the rights and benefits associated with the clinic.
2. **Identification of Individuals with language barriers and impaired sensory skills:** The following steps will be used to identify and facilitate communication obstacles concerning individuals with limited

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speech, hearing or vision and in the case of individuals for whom a disability or native language restricts communication.

- a. BGH staff will identify the individual's need for assistance.
 - b. BGH staff will enlist the help of a family member, companion or acquaintance to assist in interpreting the immediate needs of the patient/visitor. ***A family member and more specifically a child or minor may not be used as a medical translator.***
 - c. For the purpose of **assisting hearing impaired** individuals, BGH staff will refer to Impaired Patient/Visitor policy found under Patient Rights.
 - d. For the purpose of assisting vision and hearing impaired individuals, BGH staff also will seek assistance from vendors listed within our Impaired Patient/Visitor policy found under Patient Rights for Communication Access Services. These services include sign language interpretation services as well as the possible provision of a service provider.
 - e. The clinic providers and staff will use a number of other resources in an effort to meet the communication needs of patients and other individuals for whom English is not the primary language. **(See Impaired Patient/Visitor policy listed under Patient Rights)**
 - f. These consolidated resources listed within our Impaired Patient/Visitor policy will be used to communicate the availability of communication access services, that these services are without charge and that the services will be used to ensure the provision of medical services without discrimination.
3. **Employee and Staff Training:** The following aspects of civil rights and non-discriminatory training will be provided:
- a. All employees will receive initial training about the hospital's non-discriminatory policy and the related laws and statutes for which this policy is implemented through Departmental orientation and annual trainings.
 - b. Employees will be directed to workplace notices which further communicate or explain the non-discriminatory actions which are posted on communication boards/tools.
 - c. Employees will be given examples of possible situations in which an individual's civil rights may not be protected for the purpose of instructing them on how to make provisions for equal and fair services and benefits.
 - d. Subsequent, periodic training will be conducted as needed to make sure that the staff has an adequate understanding of issues and concerns related to the protection of civil rights.
4. **Notice:** A copy of the non-discriminatory policy in the form of a notice will be publicly posted at all time. Additional methods of communication will be utilized to ensure that all parties are aware of the protections offered against discrimination and the types of discrimination for which the federal law offers these protections. Tag lines in non-English languages shall be placed on forms,

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notices, and patient communications. These tag lines will represent all foreign languages known to exist in the service area as reported in current US Census data or identified by OCR.

5. Questions or Comments: Questions from patients or from the public concerning the non-discriminatory practices and accommodation of *Bunkie General Hospital, BGH Rural Health Clinic and BGH Family Care Clinic* may be directed to:

Tamica Hayes, Patient Advocate at 318-346-6681, ext 154,
tamicah@bunkiegeneral.com, or fax (318)346-3330.

DISCRIMINATION IS AGAINST THE LAW

Bunkie General Hospital/Clinic complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Bunkie General Hospital/Clinic does not exclude people or treat them differently because of race, color, sex, national origin, disability, age, religion, sexual orientation, gender identity, or inability to pay.

Bunkie General Hospital/Clinic provides free aids and services to people with disabilities to communicate effectively with us, such as:

- qualified sign language interpreters
- written information in other formats (large print, audio, accessible electronic formats, other formats)

provides free language services to people whose primary language is not English, such as:

- qualified interpreters
- information written in other languages

If you need these services, contact Tamica Hayes, Patient Advocate

If you believe that Bunkie General Hospital/Clinic has failed to provide these services or discriminated in another way based on race, color, sex, national origin, disability, age, religion, sexual orientation, gender identity, or inability to pay, you can file a grievance with:

Tamica Hayes, Patient Advocate 427 Evergreen Street: P. O. Box 380
Bunkie LA 71322 318-346-6681 Ext. 154
318-346-3330 tamicah@bunkiegeneral.com

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Tamica Hayes, Patient Advocate is available to help you.

You can file a civil rights complaint 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>
- By mail at
U.S. Department of Health and Human Services
200 Independence Ave. SW
Room 509F HHH Building
Washington, DC 20201
- By phone at 1-800-368-1019; 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

NOTICE TO THE PUBLIC

As a recipient of Federal Financial Assistance, BUNKIE GENERAL HOSPITAL, BGH FAMILY CARE CLINIC, and/or BGH RURAL HEALTH CLINIC, does not exclude services or benefits to, or otherwise discriminate against, any person on the ground of race, sex, sexual orientation, gender identity, veteran/military status, color, national origin, age, religion, inability to pay or on the basis of disability in admission to, participation in, or receipt of the services or benefits under any of its programs and activities, whether carried out directly by the provider or through a contractor or any other entity with which arranges to provide its services.

Additionally, in accordance with Section 1557 of the Patient Protection and Affordable Care Act of 2010, 42 U.S.C. § 18116, BUNKIE GENERAL HOSPITAL, BGH FAMILY CARE CLINIC, and/or BUNKIE FAMILY CARE CLINIC, does not exclude, deny benefits to, or otherwise discriminate against any person on the ground of sex (including gender identity and/or sexual orientation) in admission to, participation in, or receipt of the services and benefits under any of its health programs and activities, and in staff and employee assignments, whether carried out by BUNKIE GENERAL HOSPITAL, BGH RURAL HEALTH CLINIC, and/or BGH FAMILY CARE CLINIC directly or through a contractor or any other entity with which BGH arranges to carry out its programs and activities.

This statement is in accordance with the provisions of Title VI of the Civil Rights Of 1964, Section 504 of the Rehabilitation Act of 1973, the Age Discrimination Act Of 1975, and the Regulations of the US Department of HHS issued pursuant to these statutes at Title 45 Code of Federal Register Parts 80, 84, and 91, and Section 1557 of the Patient Protection and Affordable Care Act of 2010, 42 U.S.C. § 18116

You may contact Tamica Hayes, BGH Patient Advocate at (318) 346-6681, ext 154, if you have questions about this notice or about your rights to receive benefits or services.

INTERPRETER SERVICES

BUNKIE GENERAL HOSPITAL/CLINIC(s) has arranged for language assistance services free of charge. Call 1-318-346-6681 ask for Patient Advocate or ask your BGH caregiver. Caregiver can call Language Scientific, 1-855-880-6097, Enter account 216175, enter applicable language pair code.

SPANISH	H	ATENCIÓN: si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-855-880-6097 (TTY: 1-800-947-5277) Code 222
FRENCH	CH	ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le 1-855-880-6097 (TTY: 1-800-947-5277) Code 132
VIETNAMESE	AM	CHÚ Ý: Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Gọi số 1-855-880-6097 (TTY: 1-800-947-5277) Code 245
CHINESE	SF	注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-855-880-6097 (TTY : 1-800-947-5277) 。 Code 120
ARABIC	ARA	رقم (1-855-880-6097 برقم اتصل بالمجان لك تتوافر في اللغو المساعدة خدمات فإن، اللغة اذكر تتحدث كنت إذا: ملحوظة ه الصم والبكم: 1-800-947-5277-1 Code 105).
TAGALOG	LOG	PAUNAWA: Kung nagsasalita ka ng Tagalog, maaari kang gumamit ng mga serbisyo ng tulong sa wika nang walang bayad. Tumawag sa 1-855-880-6097 (TTY: 1-800-947-5277) Code 227
KOREAN	KOR	주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-855-880-6097 (TTY: 1-800-947-5277) Code 163 번으로 전화해 주십시오.
PORTUGUESE	PORT	ATENÇÃO: Se fala português, encontram-se disponíveis serviços linguísticos, grátis. Ligue para 1-855-880-6097 (TTY: 1-800-947-5277) Code 202
LAOTIAN	LAO	ໂປດຊາວ: ຖ້າວ່າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາ, ໂດຍບໍ່ເສັຽຄ່າ, ແມ່ນມີພ້ອມໃຫ້ທ່ານ. ໂທ 1-855-880-6097 (TTY: 1-800-947-5277). Code 170
JAPANESE	JAPA	注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。1-855-880-6097 (TTY:1-800-947-5277) Code 150 まで、お電話にてご連絡ください。
URDU	URDU	1-855-880-6097 (TTY: 1-800-947-5277, Code 242). ک
GERMAN	GER	ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung. Rufnummer: 1-855-880-6097 (TTY: 1-800-947-5277) Code 137
PERSIAN	PERSI	1-855-880-6097 (TTY: 1-800-947-5277, Code 199) ف یم باشد.
RUSSIAN	RUSS	ВНИМАНИЕ: Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода. Звоните 1-855-880-6097 (телетайп: 1-800-947-5277, Code 211)
THAI	THAI	เรียน: ถ้าคุณพูดภาษาไทยคุณสามารถใช้บริการช่วยเหลือทางภาษาได้ฟรี โทร 1-855-880-6097 (TTY: 1-800-947-5277). Code 232

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- Qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, and other formats).
- Provides free language services to people whose primary language is not English, such as:
 - Qualified interpreters
 - Information written in other languages

If you need these services, contact our Patient Advocate/Civil Rights Coordinator: Tamica Hayes, (318)346-6681, ext. 154, tamicah@bunkiegeneral.com or (318) 346-3330. You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, please contact Tamica Hayes, (318)346-6681, ext. 154, tamicah@bunkiegeneral.com or (318) 346-3330.

If you believe that BUNKIE GENERAL HOSPITAL, BGH RURAL HEALTH CLINIC, BGH FAMILY CARE CLINIC has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, religion, gender identity, sexual orientation, inability to pay or sex, you can file a grievance with:

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>

• By mail at

U.S. Department of Health and Human Services

200 Independence Ave. SW

Room 509F HHH Building

Washington, DC 20201

• By phone at 1-800-368-1019; 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

BUNKIE GENERAL HOSPITAL	DEPT: PATIENTS' RIGHTS
APPROVED BY: Board of Commissioners	POLICY: IMPAIRED: HEARING/ BLIND; LIMITED ENGLISH PROFICIENT (LEP); SENSORY, MANUAL & SPEAKING SKILLS AND PHYSICALLY CHALLENGED
ORIG. APPROVAL DATE: 9/07	Reference: 482.13
REVIEWED: 9/07; 12/29/14; 01/05/16; 02/27/17; 3/26/18; 3/30/20; 3/22/21; 3/21/22	REVISED : 12/16/13; 7/27/15; 8/28/17; 4/29/19

POLICY

The policy and procedure has been developed to meet compliance with State and Federal mandates and guidance in the interest of enhanced patient communication and care. The Governing Board provides resources to maintain accessibility of treatment, patient needs, admission criteria, and does not discriminate based on age, sex, sexual orientation, color, national origin, or disability.

Admissions/nursing personnel have access to the listing of available translators/interpreters, ancillary aids sources, orientation/mobility training and upon assessment of a special need to promote communication. Staff is empowered to enlist services required.

The Nurse Manager and or case manager will be responsible to obtain any or all services needed.

For Persons with Hearing Impaired/ Speech Impaired

Should a hearing/speech impaired person present for assessment and prove to be in need of communication assistance, communication assists will include, but is not limited to:

- Use of chalk/dry erase boards
- Notepads
- Computers
- Letter boards
- Flashcards
- Telephone conferencing
- Cell phones

If communication continues to be impaired, the hospital staff will secure an interpreter. Interpretation – act of listening to something in one language (source language) and orally translating it to another language (target language). Sources for “signing”/interpreters are utilized as follows:

- Louisiana Commission for the Deaf in Baton Rouge 1-225-219-2404 (**voicemail option**) or
- Louisiana Commission for the Deaf Toll Free Voice # 1-800-256-1523
- New Horizons Independent Living Center for interpreting services, sign language interpreter for a deaf or deaf/blind 111a Hawn Ave. Shreveport, La. Office: 318-671-8131 Ext. 122: **Interpreting Services:** VP: 318-459-9233-
- TTY equipment is made available to the patient upon need with attending physician signing the order/request. Instructions are provided with the equipment.

For Persons with Visual Impairments - Blind

Reader- staff will communicate the content of written materials concerning benefits, services, waiver of rights and consent to treatment forms by reading them out loud to visually impaired person. If any other assistance is needed, other sources can be utilized as listed below:

- National Federation for the Blind Project Cope, can assist 55 or older legally or totally blind with living programs and home based training after discharge. For more information call Kelly Huntsberry at **1-800-319-4444** or Kellyh@affiliatedblind.org
- Louisiana Rehabilitation Services offers assistance to 55 or older with a vocational rehab program for employment. For more information contact Kevin Monk at 1-800-737-2958.
- State of Louisiana Library for the Blind, 1-800-543-4702
- Lighthouse Louisiana 123 State Street, New Orleans, Louisiana, 504-899-4501 or 1-888-792-0163, can transcribe written materials to brail. Ask for Anthony. (voicemail states services Baton Rouge and New Orleans)
- Affiliated Blind Services – 337-234-6492 – provides community based skills/teaching/resources for discharge planning. (Program Director: Susan Reed)

For Persons with LEP (Limited English Proficient)

Bunkie General Hospital/Clinic will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in our services, activities, programs and other benefits. The policy of ***Bunkie General Hospital/Clinic*** is to ensure meaningful communication with LEP patients/clients and their authorized representatives involving their medical conditions and treatment. The policy also provides for communication of information contained in vital documents, including but not limited to, waivers of rights, consent to treatment forms, financial and insurance benefit forms, etc. All interpreters, translators and other aids needed to comply with this policy shall be provided without cost to the person being served, and patients/clients and their families will be informed of the availability of such assistance free of charge.

Language assistance will be provided through use of competent bilingual staff, staff interpreters, contracts or formal arrangements with local organizations providing interpretation or translation services, or technology and telephonic interpretation services. All staff will be provided notice of this policy and procedure, and staff that may have direct contact with LEP individuals will be trained in effective communication techniques, including the effective use of an interpreter.

Bunkie General Hospital/Clinic will conduct a regular review of the language access needs of our patient population, as well as update and monitor the implementation of this policy and these procedures, as necessary.

Procedures:

1. Identifying LEP Persons and Their Language

Bunkie General Hospital/Clinic will promptly identify the language and communication needs of the LEP person. If necessary, staff will use a language identification resource(s) (posted BGH Interpretive Services

poster and/or access "I-cards" that are available online through www.lep.gov) to determine the language. In addition, when records are kept of past interactions with patients or family members, the language used to communicate with the LEP person will be included as part of the record.

2. Obtaining a Qualified Interpreter

Language Scientific is responsible for:

- (a) Maintaining an accurate and current list showing the language, phone number, language code and hours of availability of bilingual staff (*see attached User Guide*);
- (b) Coordinating the appropriate bilingual staff member to interpret, in the event that an interpreter is needed, if an employee who speaks the needed language is available and is qualified to interpret;
- (c) Obtaining an outside interpreter if a bilingual staff or staff interpreter is not available or does not speak the needed language.

Bunkie General Hospital/Clinic has agreed to provide qualified interpreter services through *Language Scientific*. *Language Scientific* telephone number(s) is 1-855-880-6097 or TTY: 1-800-947-5277. Once contact is made with operator, BGH Account number (**216175**) will need to be entered; then your required language code will be requested (i.e. Spanish code - 222 *Language Scientific* hours of availability are provided 365 days per year and 24 hours per day.

Some LEP persons may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the LEP person will not be used as interpreters unless specifically requested by that individual and **after** the LEP person has understood that an offer of an interpreter at no charge to the person has been made by the facility. Such an offer and the response will be documented in the person's file. If the LEP person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy, and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided to the LEP person.

Children and other clients/patients/residents will **not** be used to interpret, in order to ensure confidentiality of information and accurate communication.

3. Providing Written Translations

- (a) When translation of vital documents is needed, each unit in *Bunkie General Hospital/Clinic* will submit documents for translation into frequently-encountered languages to *Medical Records Director/Compliance Officer at 318-346-6681 Ext. 256*. Original documents being submitted for translation will be in final, approved form with updated and accurate legal and medical information.
- (b) Facilities will provide translation of other written materials, if needed, as well as written notice of the availability of translation, free of charge, for LEP individuals.
- (c) *Bunkie General Hospital/Clinic* will set benchmarks for translation of vital documents into additional languages over time.

4. Providing Notice to the LEP Persons

Bunkie General Hospital/Clinic will inform LEP persons of the availability of language assistance, free of charge, by providing written notice in languages LEP persons will understand. At a minimum, notices and signs will be posted and provided in intake areas and other points of entry, including but not limited to the emergency room, outpatient areas, clinics, patient billing, etc. Notification will also be provided through one or more of the following: outreach documents, patient right documents, and posters throughout facility.

5. Monitoring Language Needs and Implementation

On an ongoing basis, *Bunkie General Hospital/Clinic* will assess changes in demographics, types of services or other needs that may require reevaluation of this policy and its procedures. In addition, *Bunkie General Hospital/Clinic* will regularly assess the efficacy of these procedures, including but not limited to mechanisms for securing interpreter services, equipment used for the delivery of language assistance, complaints filed by LEP persons, feedback from patients and community organizations, etc. *Patient Advocate (318-346-6681, Ext 154)* is available for patients, visitors if services are not provided efficiently, effectively; further, Patient Advocate will handle all grievances related to patient discrimination, patient complaints or patient care services that may need administrative assistance or investigated.

6. Assisting the LEP patients with Navigation through Facility

Assist the patient with navigation through the facility and with communication with the receiving person in the department of destination. **NOTE:** Do not delay emergency medical care while awaiting access to an interpreter.

Limited English Proficient Individual: individuals who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English.

For Persons with Impaired sensory, manual or speaking skills, or physically challenged

This facility and all of its programs and activities are accessible to and useable by disabled persons, including persons with impaired hearing and vision. Access features include:

- Convenient off-street parking designated specifically for disabled persons.
 - Curb cuts in parking areas.
 - Fully accessible offices, meeting rooms, bathrooms, public waiting areas, cafeteria, patient treatment areas, including examining rooms and patient wards.
 - A full range of assistive and communication aids provided to persons with impaired hearing, vision, speech, or manual skills, without additional charge for such aids.
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- Will determine upon assessment what needs would exist and contact combinations of above resources to meet the need.
 - Carries out recommendations for program and/or service alterations. Modifies method of assessments treatment and care to maximize patient participation and understanding. All accommodations become part of that patient's treatment plan