

Non-Discrimination and Equal Access to Care

Document control | CON-POL-002 | Adapted from ASF Policies 06 and 07 (SOP-N06)

Field	Content
Title	Non-Discrimination and Equal Access to Care
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Prepared by	{{roles.quality_lead.name}}, Quality lead
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Supersedes	Existing catalogue entries updated, see source: Adapted from ASF Policies 06 and 07 (SOP-N06)
Standards and criteria supported	Standard 1, criterion 1.5
Evidence basis	E-006, E-009
Status of this document	Recommended best-practice model. A hospital may adopt, adapt or replace it with an equivalent that meets the same criteria.

1. Purpose

To make sure every person can access emergency and routine care without discrimination on any ground, and that reasonable adjustments are made [E-006, E-009].

2. Scope

All staff and all people who seek care at {{facility.legal_name}}, including people in emergency.

3. Responsibilities

Role	Responsibility
{{roles.chief_executive.name}} chief executive	Owns the policy and its enforcement.
{{roles.patient_representative.name}} patient representative	Receives reports of unequal access.

4. Procedure

- Emergency care is never delayed because of a person's status, identity, ability to pay or other protected characteristic [E-009].
- Ask each patient whether they need a reasonable adjustment (language, mobility, sensory, communication) at admission [E-006].
- Record each adjustment on CON-FRM-002 and share it with the team [EC].
- Report any discrimination through INC-POL-002 within one working day [EC].

5. Records

CON-FRM-002 reasonable adjustments record.

6. Evidence

ID	Source	Link / status
E-006	ASF Policy Framework v1.2.	see source
E-009	ASF Expert Committee consensus.	see source

EC = ASF Expert Committee consensus.