

## Policies and Procedures

Function: Leadership

Practice:

Subject: POLICY AND PROCEDURES FOR COMMUNICATION WITH PERSONS WITH LIMITED ENGLISH PROFICIENCY

Date Issued:

Page: 1 of 3

### POLICY

*(Practice Name)* 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 *(Practice Name)* 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, resident rights, waivers of rights, consent to treatment forms, financial and insurance benefit forms. 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 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.

*(Practice Name)* will conduct an annual 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

*(Practice Name)* will promptly identify the language and communication needs of the LEP person. If necessary, staff will use a language identification card (or "I speak cards") 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

The Front office staff (names of responsible person(s)) will be responsible for:

(a) Maintaining an accurate and current list showing the name, language, phone number and hours of availability of bilingual staff. Information is maintained in binder at the front desk.

Reviewed:

Revised:

Accepted:

## Policies and Procedures

Function: **Leadership**

Practice:

Subject: POLICY AND PROCEDURES FOR  
COMMUNICATION WITH PERSONS WITH LIMITED  
ENGLISH PROFICIENCY

Date Issued:

Page:

**2 of 3**

(b) Contacting 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.

*(Practice Name) utilizes an interrupter service. (Example: Service is an on demand service and can be accessed via the website or by calling ( ). Service is available to (Practice Name) 24/7/365. To access Service, staff will call the toll free number at ( ) or access the website at ( ). Staff is to complete the sign up form and receive the PIN#. Enter the PIN# and request an interpreter for the language you need)*

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, *(Practice Name)* will submit documents for translation into frequently-encountered languages to Service online or by calling ( ). Office Manager *(name of responsible person(s))* will be responsible for the submission of documents. Original documents being submitted for translation will be in final, approved form with updated and accurate legal and medical information.

**Revised:**

**Accepted:**

**Policies and Procedures**

Function: <b>Leadership</b>	Practice:
Subject: POLICY AND PROCEDURES FOR COMMUNICATION WITH PERSONS WITH LIMITED ENGLISH PROFICIENCY	Date Issued: Page: <b>3 of 3</b>

(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. (*Practice Name*) will utilize the services of Language Line for all written translation of documents if needed.

(c) (*Practice Name*) will set benchmarks for translation of vital documents into additional languages over time.

**4. PROVIDING NOTICE TO LEP PERSONS**

(*Practice Name*) will inform LEP persons of the availability of language assistance, free of charge, by providing written notice in languages LEP persons will understand. To ensure that all patients are notified of these services, notices are posted in the lobby and new patient welcome packets.

**5. MONITORING LANGUAGE NEEDS AND IMPLEMENTATION**

On an ongoing basis, (*Practice Name*) will assess changes in demographics, types of services or other needs that may require reevaluation of this policy and its procedures. In addition, (*Practice Name*) will assess the efficiency of these procedures quarterly, 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.

**Reviewed:**

Revised:

Accepted

