



PHYSICIANS FOR HEALTHY HOSPITALS

HEMET VALLEY MEDICAL CENTER

MENIFEE VALLEY MEDICAL CENTER

HEMET VALLEY RECOVERY CENTER

POLICY/PROCEDURE

Category:	Administrative	Code:	ADM.ADM.4
Subject:	Limited English Proficiency	Created Date:	10/2010
		Revised/Reviewed:	03/2017
		Page:	1 of 2

POLICY:

Physicians For Healthy Hospitals Facilities 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 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 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.

Physicians For Healthy Hospitals Facilities 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.

PROCEDURE:

1. IDENTIFYING LEP PERSONS AND THEIR LANGUAGE

Physicians For Healthy Hospitals Facilities 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," available online at www.lep.gov) or posters to determine the language. In addition, when records are kept of past interactions with patients (clients/residents) or family members, the language used to communicate with the LEP person will be included as part of the record.

2. OBTAINING A QUALIFIED INTEPRETER

Cyacom has agreed to provide qualified interpreter services. The agency's telephone number 800-481-3293 and they are availability 24 hours a day, 7 days a week.

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

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Page: 2 of 2

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 Physicians For Healthy Hospitals Facilities will submit documents for translation into frequently-encountered languages to Director of HIM. 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) Physicians For Healthy Hospitals Facilities will set benchmarks for translation of vital documents into additional languages over time.

4. PROVIDING NOTICE TO LEP PERSONS

Physicians For Healthy Hospitals Facilities 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. Notification will also be provided through one or more of the following: outreach documents, telephone voice mail menus, local newspapers, radio and television stations, and/or community-based organizations.

5. MONITORING LANGUAGE NEEDS AND IMPLEMENTATION

On an ongoing basis, Physicians For Healthy Hospitals Facilities will assess changes in demographics, types of services or other needs that may require reevaluation of this policy and its procedures. In addition, Physicians For Healthy Hospitals Facilities 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

ATTACHMENTS:

- A. Auxiliary Aids and Services
- B. Sign Language Interpreter Services
- C. Cyacom Services Hemet
Cyacom Services Meniffee