



## **C20 Clinical- Communication with Persons of Limited English Proficiency**

**Purpose:** The purpose of this policy is to make certain that methods and procedures are in place to ensure effective communication with persons of limited English-proficiency so that they will be afforded equal access to the services provided by the Health Center.

### **Policy**

The Health Center shall provide for communication with limited English-proficient persons, including current and prospective patients, family, interested persons, et al, to ensure them an equal opportunity to benefit from services. The procedures outlined below will ensure that information about services, benefits, consent forms, waivers of rights, financial obligations, etc., are communicated to limited English-proficient persons in a language which they understand. Also, they will provide for an effective exchange of information between staff/employees and patients and/or families during normal clinic hours of operation while services are being provided.

### **Procedure**

- When a translator is needed the administrator/director or designee is responsible for contacting one of the in-house translators if one is available who speaks the needed language.
- If a staff translator is not available or there is none for the needed language, an interpreter through the Language Line will be contacted at 1-800-752-6096.
- When the clinic's service area from which the majority of its patients are drawn includes one or more national origin minority groups with at least 100 persons with limited English-proficiency (LEP), the clinic will provide consent forms, waivers of rights and information about services, benefits, requirements, etc., in languages other than English to serve the clinic patient population.

### **Note:**

*Family members or friends of the limited English-proficient person may not be used as the translator unless specifically requested by that individual. Other patients may not be used to translate. These restrictions are to ensure confidentiality of information and accurate communication.*