



Policy Title: Translation Policy - Limited English Proficiency

References: Title VI of Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, Age Discrimination Act of 1975 and Regulations of the USHHS issue pursuant to the Acts, Title 45 Code of Federal Regulation Part 80, 84 and 91.

Approved By

Effective Date

Policy

It is the policy of Memorial Hospital, Chester Clinic, Steeleville Family Practice and Therapy and Sports Rehab Center to provide communication aids (at no cost to the person being served) to Limited English Proficient (LEP) persons, including current and prospective patients, clients, family members, interested persons, et al., to ensure them a meaningful opportunity to receive services offered by the facility. The procedures outlined below will reasonably ensure necessary steps that persons with LEP or impaired speaking skills receive effective notice—written material or other communication—concerning benefits or services.

Procedure

If a family member or friend is not available for interpretation Memorial Hospital, Chester Clinic, Steeleville Family Practice and Therapy and Sports Rehab Center utilizes Optimal Phone Interpreters for LEP and non-English speaking patients. The agency's number is 877-746-4674.

Memorial Hospital, Chester Clinic, Steeleville Family Practice and Therapy and Sports Rehab Center have designated the Compliance Officer to oversee the implementation methods of effective communication with LEP persons.

Memorial Hospital, Chester Clinic, Steeleville Family Practice and Therapy and Sports Rehab Center, under the oversight of the Compliance Officer, will:

Develop written instructions on how to gain access to these services, i.e., telephone numbers, addresses, languages available, hours available and conditions under which the person(s) are available.

Considerations

This policy is intended to ensure effective communication and to protect the confidentiality of patient information and privacy. Every LEP patient will be informed that the services of a qualified interpreter services is available to him or her at no additional charge. Only after having been so informed, the patient may choose to rely on a family member or friend in a particular situation. The choice of the patient in this regard, and presence of an interpreter, will be documented after every visit.