

Policy and Procedure for Providing Meaningful Communication with Persons with Limited English Proficiency

POLICY AND PROCEDURES FOR COMMUNICATION WITH PERSONS WITH LIMITED ENGLISH PROFICIENCY

POLICY:

Acadiana Surgery Center, Inc. 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 Acadiana Surgery Center, Inc. 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 bilingual staff, staff interpreters, 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.

Acadiana Surgery Center, Inc. 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.

PROCEDURES:

1. IDENTIFYING LEP PERSONS AND THEIR LANGUAGE

Acadiana Surgery Center, Inc. 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 INTERPRETER

The Director of Nursing or designee is/are responsible for:

- (a) Maintaining an accurate and current list showing the name, language, phone number and hours of availability of bilingual staff (*see list*);
- (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, or if the patient's insurance company does not provide interpreter services.

Certified Languages International has agreed to provide qualified interpreter services. The agency's telephone number: **503-484-2425**, and the hours of availability are 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 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 **Acadiana Surgery Center, Inc.** will submit documents for translation into frequently-encountered languages to **Director of Nurses or designee**. 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) **Acadiana Surgery Center, Inc.** will set benchmarks for translation of vital documents into additional languages over time.

4. PROVIDING NOTICE TO LEP PERSONS

Acadiana Surgery Center, Inc. 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. Notification will also be provided through the organization website.

5. MONITORING LANGUAGE NEEDS AND IMPLEMENTATION

On an ongoing basis, **Acadiana Surgery Center, Inc.** will assess changes in demographics, types of services or other needs that may require reevaluation of this policy and its procedures. In addition, **Acadiana Surgery Center, Inc.** 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.



LANGUAGES WE SPEAK



CERTIFIED
LANGUAGES

Language List

Acholi	Finnish	Kurdish	Serbian
Afrikaans	Flemish	Lanzhou	Shanghainese
Akan	French	Lao	Shona
Albanian	French Canadian	Latvian	Sichuan
American Sign Language	Frisian	Lebanese	Sicilian
Amharic	Fulani	Lingala	Sinhalese
Arabic	Fulde	Lithuanian	Slovak
Armenian	Fuzhou	Luganda	Somali
Ashanti	Ga	Macedonian	Somali Maay Maay
Assyrian	Georgian	Maithili	(Bantu)
Azeri	German	Malay	Soninke
Bahasa (Malaysia)	Greek	Malayalam	Spanish
Bambara	Greenlandic	Maltese	Sudanese Arabic
Basque	Guarani	Mam	Swahili
Basaa	Gujarati	Mandarin	Swedish
Belarusan	Hakka	Mandinka	Tagalog
Bengali	Hausa	Marathi	Taiwanese
Bosnian	Hebrew	Marshallese	Tamil
Bulgarian	Hindi	Mien	Tatar
Burmese	Hmong	Mixteco	Telugu
Cambodian	Hunanese	Mongolian	Teochew
Cantonese	Hungarian	More	Thai
Cape Verde	Ibo	Myanmar	Tibetan
Cebuano	Icelandic	Navajo	Tigrinya
Chaldean	Ilocano	Nepali	Toisanese
Chamorro	Indo	Norwegian	Tongan
Chin (Tedim, Zome)	Italian	Nuer	Trukese
Chinese Yunnan	Jaaxanke	Oromifa	Turkish
Choujo	Japanese	Pampangan	Turkmen
Chukchi	Javanese	Pangasinan	Twi
Chuukese	Kanjobal	Pashtu	Uighur
Cotocoli	Kannada	Polish	Ukrainian
Creole (French, Haitian)	Karen	Ponapean	Urdu
Croatian	Kazakh	Persian	Uzbek
Czech	Khmer	Portuguese (Brazil,	Vietnamese
Danish	Kinyarwanda	European)	Visayan
Dari	Kirundi	Pulaar	Welsh
Dinka	Korean	Punjabi	Wolof
Dutch	Kosrae	Quechua	Xhosa
Estonian	Kpelle	Romanian	Yiddish
Ewe	Krahn	Russian	Yoruba
Farsi	Krio	Samoan	Zande
Fijian	Kunama	Sara	Zulu