

## Language Assistance Requirements

Following state and federal regulations, no-cost language assistance services must be provided by qualified interpreters in a timely manner to ensure accuracy and confidentiality of the communications. Providers are required to:

- ⌘ Post translated language assistance signage at all key points of contact such as reception area and exam rooms.
- ⌘ Offer free language assistance services and auxiliary services to patients.
- ⌘ Never imply, request, or require patients to provide their own interpreters.
- ⌘ Discourage the use of family members, friends, and particularly minor children as interpreters, except in an emergency.
- ⌘ Document patient's preferred spoken and written languages and request or refusal of interpreting services in the medical record.
- ⌘ Maintain documentation of qualified bilingual practitioners and office staff who communicate with limited English proficient patients in a language other than English.
- ⌘ Set the answering machine to inform patients on how to access interpreting services after-hours.

## How to Work Effectively with Interpreters

- ⌘ Allow ample time for a medical appointment or a call that will require an interpreter.
- ⌘ Pause after a short sentence for the interpreter to interpret.
- ⌘ Brief the interpreter on the purpose of the appointment or call.
- ⌘ Give information in small chunks and verify comprehension before moving on.
- ⌘ Talk directly to the patient. Speak in the first person.
- ⌘ Use plain language. Avoid acronyms, medical jargon, and technical terms.
- ⌘ Speak in a normal voice, not too fast or too loud.
- ⌘ Do not say anything you don't want the patient to hear. It is the interpreter's job to interpret everything.

| Resources                          | Description   | How to Access   |
|------------------------------------|---|---|
| Telephonic Interpreting Services   | Available 24/7 in over 200 languages.                                 | Practitioner: 1.855.322.4034<br>IPA: 1.855.322.4022   |
| Face-to-Face Interpreting Services | Available for medical appointments, including American Sign Language. | Medi-Cal: 1.888.839.9909<br>D-SNP: 1.833.522.3767<br>L.A. Care Covered: 1.855.270.2327<br>PASC-SEIU: 1.844.854.7272   |
| TTY                                | California Relay Services   | 711   |
| C&L Toolkit                        | Comprehensive guide to serving diverse populations.                   | <a href="https://healtheducation.icolorprinting.ds.pressero.com/">https://healtheducation.icolorprinting.ds.pressero.com/</a>   |
| Interpreting Services Poster       | Language assistance signage in 18 languages.                          |   |
| Language Assistance Brochure       | Tri-fold language assistance brochure in 11 languages.                |   |
| Telephonic Interpreting Card       | Wallet-size plastic badge for staff to keep on hand.                  |   |
| Cultural Competency Training       | Online training modules and educational resources.                    | <a href="https://www.lacare.org/providers/provider-central/provider-programsclasses-seminars">https://www.lacare.org/providers/provider-central/provider-programsclasses-seminars</a> |



For more information or questions regarding the cultural and linguistic services, please email [CulturalandLinguisticServices\\_Mailbox@lacare.org](mailto:CulturalandLinguisticServices_Mailbox@lacare.org)