

SAMPLE POLICY AND PROCEDURES FOR COMMUNICATION WITH PERSONS WITH LIMITED ENGLISH PROFICIENCY

POLICY:

(Insert name of your facility) 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 *(Insert name of your facility)* 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. *(include those documents applicable to your facility)*.

All interpreters, translators and other aides shall be provided as needed to comply with this policy. They will be provided without cost to the person being served. 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.

(Insert name of your facility) 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. Identify LEP persons and their language.
2. Obtain a qualified interpreter.
3. Provide written translations.
4. Provide notice to LEP persons.
5. Monitor language needs and implementation.

For guidance on each component of the procedures, please see full version on enclosed insert or go to www.hhs.gov/ocr/civilrights/clearance/exampleofapolicyandprocedureforlep.html.

Source: U.S. Department of Health and Human Services, Office for Civil Rights.