

	CHAPTER 11: RIGHTS & RESPONSIBILITIES OF THE INDIVIDUAL
Drafted: 10/2012	SECTION 1: PATIENT RIGHTS
Approved: 10/2012	POLICY: RI 1.6 TITLE: Language Translation

POLICY

Laurel Surgery & Endoscopy Center will provide reasonable access to communication for patients with language barriers. The patient has the right to expect Laurel Surgery & Endoscopy Center, LLC to agree to comply with Federal Civil Rights laws that assure it will provide interpretation for individuals who are not proficient in English or who are deaf, hearing impaired, blind, visually impaired or who have impaired sensory, manual or speaking skills.

LSEC will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and equal opportunity to participate in our services. This policy includes assuring 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. Interpreters will be provided without cost to the person being served and patients and their families will be informed of the availability of such assistance when indicated.

PROCEDURE

- LSEC will attempt to determine any special interpretation needs prior to day of surgery.
- LSEC will notify patients of the availability of translation services at the facility.
- LSEC will maintain a list of available translation resources.
- LSEC will offer translation services, at no charge to patients who require them.
- LSEC will provide patient forms in the patient’s language.
- LSEC will honor patient requests to use a friend or family member as translator when appropriate.
- LSEC will record identifying information of the translator used in the patient’s medical record.

LSEC may utilize the following services to provide interpretation services:

- CYRACOM 1-800-692-6096 for spoken language translation.
- The National Telecommunications Relay Service 711 for hearing impaired patients using TTY.
- “iTranslate” application.

Monitoring Language Needs:

On an ongoing basis, Laurel Surgery & Endoscopy Center, LLC will assess changes in demographics, types of services or other needs that may require reevaluation of this policy and its procedures. In addition, LSEC will regularly assess the efficacy of these procedures, including but not limited to mechanisms for securing interpreter services, complaints filed by LEP or sensory impaired persons, feedback from patients and community organizations, etc.