

LAC+USC MEDICAL CENTER POLICY

Subject: TRANSLATION OF WRITTEN MATERIAL	Original Issue Date: 9/01/87	Policy # 111
	Supersedes: 4/26/18	Effective Date: 9/22/22
Departments Consulted: Cultural and Linguistic Competence Office of Human Resources	Reviewed & Approved by: Attending Staff Association Executive Committee Senior Executive Council	Approved by: (Signature on File) Chief Medical Officer
		(Signature on File) Chief Executive Officer

PURPOSE

To assure the authorization and correct translation of all written material including, but not limited to, health informational materials, consent forms, signs, flyers, and questionnaires from English to any other language needed to serve targeted populations.

POLICY

Each LAC+USC Medical Center facility or section is responsible for developing the wording of health informational materials, consent forms, signs, flyers, questionnaires, etc., directly related to its operation. If that material is to be distributed in a language other than English, staff from that facility or section, with the appropriate language proficiency and certification, shall translate that written material. Each facility or section shall, prior to issuance, have approval of foreign language translated material from the Department of Health Services designated translator; or the LAC+USC Medical Center Department of Cultural and Linguistic Competence; or other individual(s) designated by LAC+USC Medical Center Administration to approve translations in that specific language.

PROCEDURE

Each Senior Executive Council (SEC) Member (Administrator)

Shall review and approve final written material in English before requests for foreign language translation of that material is made.

Shall sign a *Translation Approval Request* and if the document is going to an outside vendor for translation, approve an On-line Requisition (OLR) using approved County vendors.

Each Section/Department Manager

Shall obtain SEC member approval of final English written material before requesting translation of that material.

Shall use only certified bilingual staff or County approved vendors. Sole reliance on internet or translation software for patient documents is not allowed.

Shall obtain written translation approval from the Department of Cultural and Linguistic Competence or other designated individual(s) prior to disseminating written material that has been translated into a foreign language. Original record of approval is to be maintained at the respective facility.

If the written material is for Medical Center-wide distribution, submit a hard copy of the proposed foreign language translation, a copy of the original English written material, and a signed *Translation Approval Request* cover sheet to the Department of Cultural and Linguistic Competence for translation approval. This cover sheet must be signed by an SEC member before being submitted.

Shall submit, if the proposed translation is a patient consent form or any other form requiring Health Information Committee (HIC) approval, a *Translation Approval Request* cover sheet with signed approval from an authorized representative of the Health Information Committee before requesting translation approval from the Department of Cultural and Linguistic Competence.

Office of Human Resources

Update, maintain, and disseminate a master list of bilingual bonus staff which includes names of employees certified in written translation of a foreign language.

Department of Culture and Linguistic Competence

Shall work with the Office of Human Resources and other resources to designate translators of written material.

Shall confirm the accuracy and appropriateness of the materials submitted and provide written approval of proposed translations.

Shall provide consultation to local area administration to facilitate the translation of *large informational material or translations into a foreign language for which certified translators are not available or are beyond the skills of certified bilingual staff.

Shall retain a master file of the English and foreign language material that was submitted for translation or approval.

*Large written informational material requiring foreign language translation may be submitted to an approved County Translation vendors using the On-line Requisition system if the material is larger than four (4) pages or 1000 words in length or if no staff are available at that department or section who are proficient and certified for the appropriate foreign language. Any such material must be an English final version, have an attached Translation Approval Form signed by the appropriate administrator or section manager, and SEC member.

REFERENCES

Title VI, Civil Rights Act 1964
 Dymally - Alatorre Bilingual Services Act
 SB1840, Kopp - General Acute Care Hospitals: Interpreters
 Medi-Cal Managed Care Division (MMCD) Policy Letter 99-04
 DHS Cultural and Linguistic Competency Standards
 DHS Policy # 405, Translation of Written Material
 Medical Center Policy # 226, Interpreter Services
 Joint Commission Standards (Provision of Care, Treatment, and Services; Ethics, Rights, and Responsibilities)

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REVISION DATES

February 9, 1999; April 9, 2002; May 03, 2005; October 3, 2008; April 12, 2016; April 26, 2019, September 22, 2022