

HARBOR-UCLA MEDICAL CENTER

SUBJECT: TRANSLATION OF WRITTEN MATERIALS

POLICY NO. 128C

**PURPOSE:**

To assure accurate and timely translation of written materials and documents which are essential to patient care and Medical Center operations.

**POLICY:**

Harbor-UCLA shall ensure the availability of translation services for written documents to the targeted language(s) that are essential for patient care and/or Medical Center operations, at no cost to the patient. This may include utilizing in-house translators or utilization of outside translation vendors. Utilizing the patient language assessment report, Harbor-UCLA will take reasonable measures to ensure forms/ documents are translated into the highly utilized targeted language(s). At a minimum, all written forms, documents, and brochures, etc. utilized at the Medical Center for patients should be translated to Spanish.

**PROCEDURE:**

**I. Requestor:**

1. Review document/materials for content accuracy. Only send final documents to be translated. 'Draft' documents should not be forwarded until finalized. Documents sent in Microsoft Word are preferred.
2. Complete the "*Written Translation Request Form*" (ATTACHMENT I) and forward the form along with the document to be translated to the Language Center, Box # 1. You may obtain the form through the Harbor Intranet, by choosing the link for the Language Center.

**II. Language Center Coordinator:**

1. Log in all requests for translations.
2. Identify qualified in-house translator and forward document to him/her. If in-house resources are not available, utilize a qualified outside vendor translation service.
3. Upon receipt of translated document, forward document to a different qualified translator for review. Resolve any discrepancies between the two translated versions.
4. Every effort should be made to return completed translated document to requestor within **14** days or less.

**EFFECTIVE DATE: 3/09**

**SUPERSEDES:**

**REVISED: 5/12, 7/15, 6/18**

**REVIEWED: 5/12, 7/15, 6/18**

**REVIEWED COMMITTEE:**

**APPROVED BY:** \_\_\_\_\_  
**Kim McKenzie, RN, MSN, CPHQ**  
**Chief Executive Officer**

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**Anish Mahajan, MD**  
**Chief Medical Officer**

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**Patricia Soltero Sanchez, RN, BSN, MAOM**  
**Chief Nursing Officer**

Signature(s) on File.

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**REFERENCES:**

DHS Policy 405, Translation of Written Materials  
DHS Policy #318, Non-English and Limited English Proficiency  
DHS Cultural and Linguistic Standards  
Policy Letter 99-03, CA Dept. of Health Services Medi-Cal Managed Care Division  
Hospital Policy 128A

**AUTHORITY:**

Title VI of the Civil Rights Act of 1964  
Dymally-Alatorre Bilingual Services Act  
California Health and Safety Code Section 1259  
L.A. County Cultural and Linguistic Competency Standards