

**OLIVE VIEW-UCLA MEDICAL CENTER
POLICY & PROCEDURE**

NUMBER: 3222

VERSION: 2

SUBJECT/TITLE: CULTURAL & LINGUISTICS SERVICES

POLICY: Olive View-UCLA Medical Center (OVMC) providers and staff will provide healthcare information to patients in their preferred language. Patients/members will have access to timely interpreter services at medical and non-medical points of contact that meet their cultural & linguistics needs.

PURPOSE: To ensure patients/members receive timely access to interpretation services in their preferred language.

DEPARTMENTS: AMBULATORY CARE

DEFINITIONS: **Cultural Competence:** A set of congruent behaviors, attitudes, policies and practices, which create and foster an organizational culture that enable health care providers and organizations to consistently understand, recognize and acknowledge the health beliefs of diverse groups, to ensure access to quality health services, improve health status and decrease health disparities.

Linguistic Competency: The health care organization's ability to provide its Non English (NE) and Limited English Proficient (LEP) patients with qualified timely accurate, effective and confidential interpretation services; a key component of cultural competency.

Interpreting: Involves conveying both the literal meaning and connotations of spoken and unspoken communication (e.g. body language, mannerisms) from one language into another to the health practitioner and the patient.

Limited English Proficient (LEP): an LEP individual is a person who is unable to speak, read, write or understand the English language at a level that permits him/her to interact effectively with health and social service agencies and providers.

Preferred Language: Refers to the language an individual is most proficient in and uses most frequently to communicate with others inside and outside the family system.

Medical Points of Contact: Face-to-face or telephone encounters with providers (physician, physician extenders, registered nurses, pharmacists, or other personnel) who provide medical or health care services and/or advise.

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Non-Medical Points of Contact: Includes Patient Service Center (PSC), Patient Access Center (PAC), and other non-clinical staff that interface in any way regarding aspects of patients' medical care.

PROCEDURE: OVMC providers and staff shall make every effort to communicate with the patient in their preferred language. Interpretations services shall be readily available in languages spoken by more than 5 percent of the facilities managed care population. Linguistic services include interpreters, translated signage, and translated written materials shall also be available.

OVMC providers and staff will offer an interpreter at the point of contact or at any point requested during the provision of service. A patient may not be required or expected to use friends or family members as interpreters, the use of such may result in breach of confidentiality and reluctance from the patient to reveal personal information critical to the service to be provided. A friend or a family member may be used only if requested or authorized by the patient. The use of friends or family member as interpreters is to be documented in the patient's medical record.

Note: Minors (18 and younger) may not be used as interpreters.

Interpreting Services

Olive View-UCLA Medical Center provides timely, 24 –hour health care interpreting services, including American Sign Language (ASL), at medical and non-medical points of contact, at no cost to members.

Identify the language of the Limited English proficient (LEP) patient.

1. An interpreter in the immediate clinic area may be used.
2. If an interpreter is not available; refer to the "Guidelines for use of Interpreting Modes" (Attachment #1) to identify the mechanism to communicate to the patient based on the resource available in each area.

All areas within the hospital and clinics may have different devices available to connect to Health Care Interpreter Network (HCIN).

- Polycom
 - Video Monitor:
 - Speaker Phone
 - Cordless Phone and headsets
3. For speech and/or hearing impaired patients, staff will utilize video unit to access American Sign Language. If not appropriate, refer to intranet Phone directory. Click on: Language Resource Information. Then click on Deaf Mute Community and identify best method of communication for the patient.

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Member Informing Materials

4. Member informing materials are translated by qualified translators and provided to Members on a routine basis. The Managed Care materials are made available in threshold languages by Managed Care Services Division.

REFERENCES/

AUTHORITY:

DHS – Cultural and Linguistic Competency Standards
OVMC Hospital P & P #172 Language Interpretation
LA Care Health Plan Provider Manual
CMS Conditions of Participation 483.10(b)
CCR Title 22 70721, Health & Safety Code Section 1259

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