

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

**NUMBER: 3224**

**VERSION: 2**

**SUBJECT/TITLE: ACCESS TO TRANSLATION OF WRITTEN MATERIALS IN THRESHOLD LANGUAGES**

**POLICY:** Olive View-UCLA Medical Center (OVMC) will provide translated written patient informing materials to members that are Non-English (NE) and Limited English Proficient (LEP).

**PURPOSE:** To ensure that NE and LEP patients have access to free, culturally sensitive and linguistically appropriate educational and patient informing materials that are easy to understand; including materials in alternative format (i.e. large font, Braille). Materials shall be provided in a manner so as not to delay, deny, or discriminate, and to promote continuity of care.

**DEPARTMENTS: AMBULATORY CARE**

**DEFINITIONS:**

**Attestation Form:** A required form from the translation vendor which documents the accuracy of the translation provided, as well as the qualifications of the translator.

**Patient Informing Materials:** Communication materials intended to notify, inform, or educate patients, including materials that may be produced or purchased for a webpage/website may include, but are not limited to:

- Materials required by laws, regulations, policies or contractual agreements.
- Marketing materials related to program services, benefits, or web-based materials.

**Qualified Translator:** An employee certified by an authorized Los Angeles County Bilingual Examiner and possesses a language Proficiency Certificate, or equivalent agency, to read, write, and/or speak a language other than English.

**Qualified Translation Vendor:** A vendor with proven experience in providing translation services to health care organizations. A vendor, at a minimum, has staff that are certified members of the California Healthcare Interpreter Association, American Translators Association, or of an equivalent association/agency. The vendor must also have quality control measures in place for language proficiency standards.

**Limited English Proficient (LEP) Members:** Those members, who cannot speak, read, write or understand the English language at a level that permits them to interact effectively with health care providers and social services agencies.

**PROCEDURE:** OVMC will comply with the guidelines of the Department of Health Services policy no. 405 Translation of Written Materials and MCS Access to Written

**SUBJECT/TITLE: ACCESS TO TRANSLATION OF WRITTEN MATERIALS IN THRESHOLD LANGUAGES**

**Policy Number: 3224**

**Page Number: 2**

Materials in Threshold Languages Policy MCS-QM-HE.0002. OVMC will ensure all patient informing materials are approved based on accepted regulatory and practice standards, including the Department of Health Care Services, Medi-Cal Managed Care Division, Readability and Suitability Checklist.

OVMC will distribute the following patient informing material received by MCS, LA Care and/or Health Net as follows, but not limited to:

- Materials required by state laws, regulations or by contractual agreements, such as evidence of coverage (EOC) and grievance forms and materials.
- Marketing materials related to programs, services or benefits, such as brochures and web-based materials.
- Non-member materials such as satisfaction surveys, health education materials, newsletters, or web-based.

**In-House Request for Translation of Materials**

All requests for translation of managed care member materials are tracked and approved and reviewed by a second qualified translator, and/or reviewed by a target audience group and periodic updates.

Olive View-UCLA Medical Center Managed Care staff will not distribute any member informing materials without review and approval from MANAGED CARE SERVICES DIVISION Cultural Linguistic Department to ensure the consistent production of well translated materials for its members.

- Olive View-UCLA Medical Center Managed Care staff will ensure an “Attestation for Translated Material” form is completed when required based on Community Health Plan pp 40.80.01.PR. & 40.80.06PR and faxed to Community Health Plan Health Education/Cultural and Linguistics Unit, (626) 299-3364.

**REFERENCES/  
AUTHORITY:**

MCS-QM Policy# HE0002, Access to Written Materials in Threshold Languages LA Care Health Plan, Provider Manual, Chapter 10, Cultural & Linguistic Requirements.

Title VI, Civil Rights Act (1964)

Title 22, CCR Section 53876

Title 28, CCR, Section 1300.67.04, item (c)

**SUBJECT/TITLE: ACCESS TO TRANSLATION OF WRITTEN MATERIALS IN THRESHOLD LANGUAGES**

**Policy Number: 3224**

**Page Number: 3**

Approved by: Dellone Pascascio, CNO, Shannon Thyne, CMO, Christina Ghaly, Interim CEO	Date: 06/29/2017
Review Date: <b>06/29/2020</b>	Revision Date:
Distribution: Ambulatory Care	
Original Date: 06/29/2017	