

LAC+USC MEDICAL CENTER
BILINGUAL SERVICES PLAN

Fiscal Year: _____ to _____

Area/Facility: _____

I. DETERMINATION OF PATIENTS' / CLIENTS' LANGUAGE NEEDS

Frequency and percentage of patients/clients seeking services in this area/facility whose primary language is:

	ANNUAL # SERVED	%TOTAL
Total # Served		100%
Language:		
Language:		
Language:		

II. BILINGUAL BONUS PLAN

Area/Unit: _____ Bilingual Allotment: _____

Total Employees: _____ Annual Expenditure: _____

#FTE	CLASSIFICATION	LANGUAGE

Justification:

III. CONTRACTED VENDORS

VENDOR NAME	LANGUAGE SERVICE	EXPENDITURES

Instructions for contacting vendors: See page 3 of 4.

SAMPLE**LAC+USC MEDICAL CENTER
BILINGUAL SERVICES PLAN****I. DETERMINATION OF PATIENTS' / CLIENTS' LANGUAGE NEEDS**

Frequency and percentage of patients/clients seeking services at this facility/patient-centered service whose primary language is:

	ANNUAL # SERVED	%TOTAL
Total # Served	45,000	100%
Language: Spanish	19,800	44%
Language: Korean	629	<1%
Language: Vietnamese	330	<1%
Language: Tagalog	270	<1%
American Sign Language	0	0%

II. BILINGUAL SERVICES PLAN

(* Indicates certified only as speaking. ** Indicates certified as speaking, reading, and writing.)

Administration

Total employees in unit: 7
Annual Expenditure: \$3,840

Bilingual Allotment: 4

Number	Classification	Language
1	Intermediate Typist Clerk	Spanish**
1	Intermediate Clerk	Spanish*
1	Senior Typist Clerk	Spanish**
1	Secretary III	Cantonese**

Justification: Administrative Staff is required to answer and direct patient calls and assist in the resolution of patient complaints. Cantonese speaking employee is available to assist in other areas of the facility to interpret when the need arises.

Laboratory

Total employees in unit: 10
Annual Expenditure: \$4,800

Bilingual Allotment: 5

Number	Classification	Language
1	Intermediate Typist Clerk	Spanish*
3	Phlebotomy Technician	Spanish*
1	Phlebotomy Technician	Armenian**

Justification: Ability to speak Spanish and Armenian are essential for the Phlebotomy area. The population served is largely Hispanic and Armenian. Skills are needed in translating instructions and procedures to the clients. The Phlebotomy Technician who is fluent in Armenian is also on call to interpret for facility staff in other areas.

Pharmacy Services

Total employees in unit: 14
Annual Expenditure: \$9,600

Bilingual Allotment: 10

Number	Classification	Language
3	Intermediate Typist Clerk	Spanish*
3	Pharmacy Helper	Spanish*
1	Pharmacy Technician	Mandarin**
2	Clinical Pharmacist	Spanish**
1	Clinical Pharmacist	Cantonese**

Justification: Pharmacists are required to work in the clinic areas as well as the general pharmacy. Pharmacists give special health education sessions regarding how to administer certain medications. The pharmacy helper, pharmacy technician, and clerical staff at the Pharmacy dispensing areas are required to explain payment procedures and gather patient information. The Mandarin and Cantonese-speaking employees are available to go to other areas of the facility to interpret when the need arises.

Business Office

Total employees in unit: 10
Annual Expenditure: \$2,800

Bilingual Allotment: 3

Number	Classification	Language
2	Cashier	Spanish**
1	Patient Resources Worker	Spanish**

Justification: This unit is required to interview patients applying for Ability-to-Pay and must be able to obtain financial information and explain requirements to patients. Provide assistance to patients regarding billing procedures and complaints. They process deferred payments. They explain the payment process and provide direction to patients seeking assistance.

III. CONTRACTED VENDORS

Accessing the Language Line Services

- The client is assessed for specific language need. If necessary, a Language Line Services identification card may be used to assist in this assessment.
- The Language Line Services operator can be reached by dialing "0" within the Medical Center.
- The employee requesting the translation services identifies him or herself to the Language Line Services operator as follows:
 - a. Inform the operator of the ID number (number is obtainable from the local administration).
 - b. Employee's name
 - c. Employee's work telephone number
- The employee notifies the operator what language the client speaks. If the language is unknown, put the client on the line with the operator who will identify the client's language. The Language Line Services operator will put the call through to the appropriate translator.

- It is preferred that both the employee and the client be on the same telephone line via two telephones. If this is not possible, the employee will tell the interpreter what information is needed and give the telephone to the client so he or she can respond to questions from the translator.
- Questions or issues related to the Language Line Services can be referred to the LAC+USC Medical Center supervising telephone operator on duty.