

PCP:	Page 1 of 1
SECTION: Office Management	
POLICY AND PROCEDURE: Interpreter Services	Approved date: _____ Approved by: _____ Effective date: _____ Revised date: _____ Revised date: _____

POLICY:

The site has twenty-four hour access to Interpreter services for non/limited English proficient (LEP) members.

PROCEDURE:

- A. Staff will ensure that Interpreter services are made available in identified threshold languages specified for location of site.
- B. The PCP will ensure that all personnel providing language interpreter services on site are trained in medical interpretation.
- C. The provider/designee will assess interpreter skills and capabilities as follows:
 - 1. Assessment of interpreter skills may include written or oral assessment of bilingual skills
 - 2. Documentation of the number of years of employment as an interpreter or translator
 - 3. Documentation of successful completion of a specific type of interpreter training programs, i.e. medical, legal, court or semi-technical.
 - 4. Other reasonable alternative documentation of interpreter capability
- D. Staff will document in the medical record any request for, or refusal of language/interpreter services.
- E. The PCP will ensure that 24-hour interpreter services are available for all members either through telephone language services or interpreters on site.

ATTACHMENTS: Physician and Staff Language Capabilities Form (Resource)

Physician and Staff Language Capabilities Form

The State of California has enacted guidelines to ensure that patients receive health care services in their preferred languages. For each member of your staff and for each language other than English spoken by that staff member, please complete the survey below. Please use the evaluation guidelines on this form to determine your level of fluency for each language in speaking, reading, and writing.

If English is the only language spoken by you and your staff, please check this box. **English Only**

Name:	<input type="checkbox"/> Physician <input type="checkbox"/> RN/NP <input type="checkbox"/> Staff	Language(s): 1. 2. 3.	Speaking 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5	Reading 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5	Writing 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
Name:	<input type="checkbox"/> Physician <input type="checkbox"/> RN/NP <input type="checkbox"/> Staff	Language(s): 1. 2. 3.	Speaking 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5	Reading 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5	Writing 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
Name:	<input type="checkbox"/> Physician <input type="checkbox"/> RN/NP <input type="checkbox"/> Staff	Language(s): 1. 2. 3.	Speaking 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5	Reading 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5	Writing 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
Name:	<input type="checkbox"/> Physician <input type="checkbox"/> RN/NP <input type="checkbox"/> Staff	Language(s): 1. 2. 3.	Speaking 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5	Reading 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5	Writing 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
Name:	<input type="checkbox"/> Physician <input type="checkbox"/> RN/NP <input type="checkbox"/> Staff	Language(s): 1. 2. 3.	Speaking 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5	Reading 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5	Writing 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
Name:	<input type="checkbox"/> Physician <input type="checkbox"/> RN/NP <input type="checkbox"/> Staff	Language(s): 1. 2. 3.	Speaking 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5	Reading 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5	Writing 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5
Name:	<input type="checkbox"/> Physician <input type="checkbox"/> RN/NP <input type="checkbox"/> Staff	Language(s): 1. 2. 3.	Speaking 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5	Reading 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5	Writing 1 2 3 4 5 1 2 3 4 5 1 2 3 4 5

If you need additional pages, please photocopy this form

Evaluation Guidelines

- (1) Poor Satisfies elementary needs and minimum courtesy requirements. Able to understand and respond to 2-3 word entry level questions. May require slow speech and repetition.
- (2) Fair Meets basic conversational needs. Able to understand and respond to simple questions. Can handle casual conversation about work, school, and family. Has difficulty with vocabulary and grammar.
- (3) Good Able to speak the language with sufficient accuracy and vocabulary to have effective formal and informal conversations on most familiar topics.
- (4) Very Good Able to use the language fluently and accurately on all levels related to work needs. Can understand and participate in any conversation within the range of his/her experience with a high degree of fluency and precision of vocabulary. Unaffected by rate of speech.
- (5) Excellent Speaks proficiently equivalent to that of an educated native speaker. Has complete fluency in the language such that speech in all levels is fully accepted by educated native speakers in all its features, including breadth of vocabulary and idioms, colloquialisms, and pertinent cultural preferences. Usually has received education in target language.