Language Assistance

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| Smithburg Retail Enterprise, Inc ~ 900 Main St ~ Limon, CO 80828 ~ (719) 775-2371  *Civil Rights Coordinator: Ryan Smithburg* |

# POLICY

The Pharmacy shall take reasonable steps to ensure that persons with Limited English Proficiency who are likely to be encountered have meaningful access to the health care and services provided by the Pharmacy. The Pharmacy shall use multi-lingual staff and contracted interpreters when available or computer generated translation services for translation of oral and written materials. All translation and interpretation services are provided to the patient free of charge.

# DEFINITIONS

***Qualified interpreter for an individual with limited English proficiency***meansan interpreter who via a remoteinterpreting service or an on-siteappearance:

1. Adheres to generally accepted interpreter ethics principles, includingclient confidentiality;
2. has demonstrated proficiency in speaking and understanding both spoken English and at least one other spoken language; and
3. is able to interpret effectively, accurately, and impartially, both receptively and expressly, to and from such language(s) and English, using any necessary specialized vocabulary, terminology and phraseology.

***Qualified translator***means a translator who:

1. Adheres to generally accepted translator ethics principles, including client confidentiality;
2. has demonstrated proficiency in writing and understanding both written English and at least one other written non-English language; and
3. is able to translate effectively, accurately, and impartially to and from such language(s) and English, using any necessary specialized vocabulary, terminology and phraseology.

***Qualified bilingual/multilingual staff***means a member of a covered entity’sworkforce who is designated by thecovered entity to provide oral languageassistance as part of the individual’scurrent, assigned job responsibilitiesand who has demonstrated to thecovered entity that he or she:

1. Is proficient in speaking and understanding both spoken English and at least one other spoken language, including any necessary specialized vocabulary, terminology and phraseology, and
2. is able to effectively, accurately, and impartially communicate directly with individuals with limited English proficiency in their primary languages.

# PROCEDURE

***Survey of Language Access Needs***

On an annual basis, the Civil Rights Coordinator will work with Pharmacy Management and Ownership to identify the languages used within the Pharmacy’s operating community. The Civil Rights Coordinator will also identify Pharmacy employees who can act as *qualified bilingual/multilingual staff* and are comfortable performing/interpreting translation services. These staff translators/interpreters will be the first line of translation/interpretation when possible.

The Civil Rights Coordinator will document the Languages used within the community and the known languages of the Pharmacy employees on the [Annual Survey of Language Needs](file:///C:\Users\Ryan\Downloads\1030a%20Annual%20Survey%20of%20Language%20Needs.docx).

***Interpretation and Translation Services***

The Civil Rights Coordinator will work with Pharmacy Management and Ownership to identify and contract, as necessary, with *qualified translators* and *qualified interpreters for an individual with limited English proficiency*that will address the needs of the Pharmacy. These needs may include but are not limited to:

* Patient Medication Counseling
* Prescription Labels
* Medication Therapy Management
* Marketing Materials
* Clinical Documentation for Patients

***Translation of Written Materials***

The Civil Rights Coordinator/Pharmacy Management will provide Translation Services with final drafts of written materials in English to be translated into the targeting languages.

***Patients Needing Translation***

A Pharmacy Employee will use the [Language Identification Flashcard](file:///C:\Users\Ryan\Downloads\1030b%20i%20speak%20cards.pdf) to identify language of a patient with Limited English Proficiency (LEP). The Pharmacy Employee will present the Flashcard to the patient; the patient will review the flashcard and mark the language they understand. The Language chosen by the patient will be entered in the Patient’s Pharmacy File.

Once the language has been identified, the pharmacy employee will communicate with patient via one of the following means.

* An adult accompanying the patient where the patient with limited English proficiency specifically requests that the accompanying adult interpret or facilitate communication, the accompanying adult agrees to provide such assistance, and reliance on that adult for such assistance is appropriate, or:
  + In an emergency involving an imminent threat to the safety or welfare of an individual or the public where there is no qualified interpreter for the individual with limited English proficiency immediately available under the circumstances
* Use a *qualified bilingual/multilingual staff*
* Contracted *qualified translators* and *qualified interpreters for an individual with limited English proficiency*
* A minor in an emergency involving an imminent threat to the safety or welfare of a patient or the public when there is no qualified interpreter for the individual with limited English proficiency immediately available

***Video translation Services***

If the Pharmacy is going to use a Video Interpreting Service, the service will be provided in real time with full clear audio and visual capabilities that are free from:

* Lagging
* Choppiness
* Blurriness
* Grainy Images
* Irregular pauses in communication

The video will display the interpreter’s face and patient’s face regardless of the body position.

All Pharmacy Employees who will be using the Video Translation Service will be trained on it proper use. The Civil Rights Coordinator will document an employee’s training of the Video Translation Service on the [Video Translation Service Training Log](file:///C:\Users\Ryan\Downloads\1030c%20Video%20Translation%20Services%20Training%20Log.docx).

# FORM

[Annual Survey of Language Needs](file:///C:\Users\Ryan\Downloads\1030a%20Annual%20Survey%20of%20Language%20Needs.docx)

[Identification Flash Card](file:///C:\Users\Ryan\Downloads\1030b%20i%20speak%20cards.pdf)  
[Video Translation Service Training Log](file:///C:\Users\Ryan\Downloads\1030c%20Video%20Translation%20Services%20Training%20Log.docx)