


Language Services

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	Anytime Pediatrics: Language Services	
	Approved by: Cayce Branyon and Emily Smith	
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Responsible Party: Anytime Pediatrics Leadership	Institution/Entries Applies to: Anytime Pediatrics
Policy Number AP 008	Originating Department: Nurse Triage
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SCOPE: This policy applies to all Contractors of Anytime Pediatrics

POLICY: Anytime Pediatrics is committed to meeting the needs of individuals who have Limited English Proficiency (LEP), visual or hearing impairments. Providing services ensures meaningful access to services for all patients and/or their decision-makers with limited English proficiency (LEP) or with sensory impairment (vision, hearing, or speech). Anytime Pediatrics shall provide services in compliance with regulatory requirements related to language assistance and communication services.

PURPOSE:

Federal law mandates meaningful access for LEP, visually and hearing-impaired patients in all healthcare organizations (Title VI of the Civil Rights Act of 1964). Demonstrating compliance mitigates the risk of costly litigation. In accordance with Section 1557 of the Affordable Care Act, Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, and the Americans with Disabilities Act (ADA) of 1990, National Standards for the Culturally and Linguistically Appropriate Services (CLAS), patients who are identified as Limited English Proficiency (LEP), Deaf or Hard of Hearing and/or their decision makers will be provided access to qualified interpreters. The services of a qualified interpreter will be offered at no additional cost to the patient and as needed to enable effective communication related to patient care.

POLICY DETAILS:

LEP PATIENTS THAT REQUIRE AN INTERPRETER:

The circumstances in which an interpreter may be necessary include, but are not limited to:

1. Determining reason for call
2. Initial assessment, including the patient's medical history and description of symptoms
3. Explanation of diagnosis or prognosis of an ailment or injury.
4. Explanation of treatment options and care advice
5. Any communication regarding medical treatment and questions
6. For Patient/family education/decision making