

# INTERPRETATION FOR MEDICAL OFFICES

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Dear Medical Provider,

A complaint has been made concerning language access at your medical office due to a lack of appropriate language and interpretation services. If you do not already provide interpretation services, it is important to know that you are legally required to do so.

Title VI of the U. S. Civil Rights Act of 1964 prohibits health care providers/offices who receive funds from the federal government from discriminating against individuals on the basis of national origin. This includes policies or practices that prevent or inhibit equal access to a recipient's programs and activities for patients of limited English proficiency. In short, health care providers who accept Medicare or Medicaid are required to provide proper language services for all patients who need them.

We understand that finding such services can be a difficult task. Here are some options for finding both phone and in-person interpretation services in the Greater Philadelphia area.

## PHONE-INTERPRETATION SERVICES

### Language Line

<http://www.languageline.com/>

(800) 752-6096

### Pacific Interpreters

<http://www.pacificinterpreters.com/>

(800) 324-8060

## IN-PERSON INTERPRETATION

### Quantum

[www.quantumtranslations.com](http://www.quantumtranslations.com)

215 627 2251

### Cristaldo Associates

[www.cristaldoassociates.com/](http://www.cristaldoassociates.com/)

(215) 264-8485

### Nationalities Service Center

<https://nscphila.org>

215-893-8400