



Healthcare Language Access Program

Winter 2016 Update

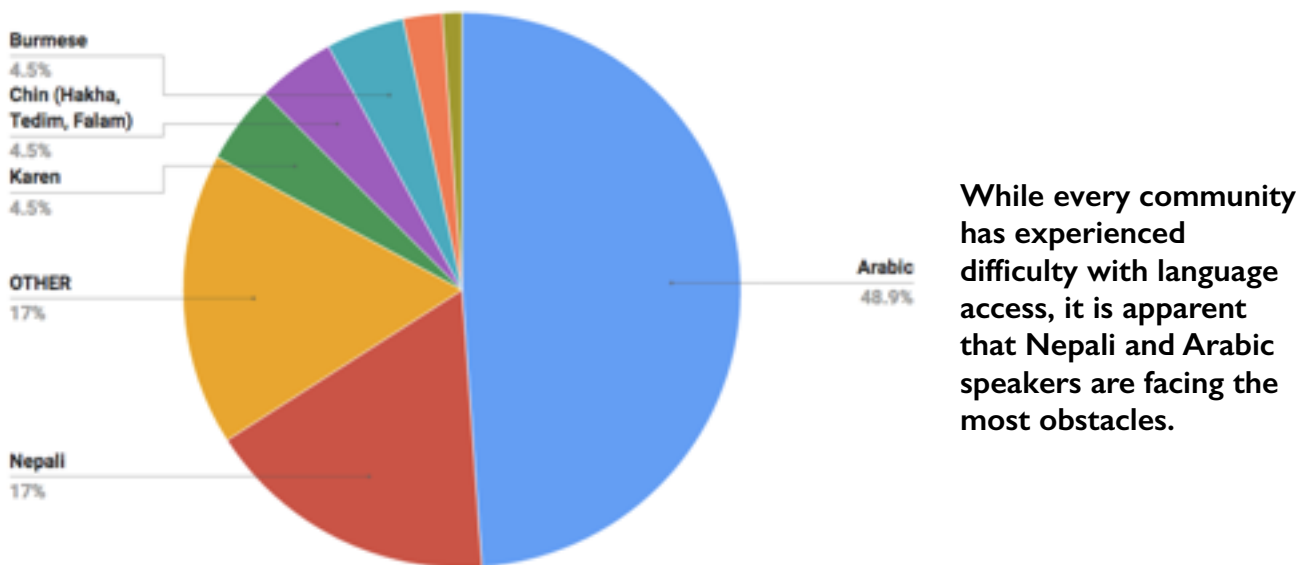
Goal: To collect data and identify Philadelphia area health providers not offering adequate language services for non-English speaking patients.

Since 2014, our organizations have been helping to discover where access to interpretive services needs the most improvement in Philadelphia.

This update is to review where we are in this process and how to actively work towards provider compliance.

Collected data suggests that a wide range of healthcare offices have not complied in the past. Approximately 55 different offices in the Philadelphia area were reported in the feedback forms, 19 of which have failed to provide interpretation multiple times.

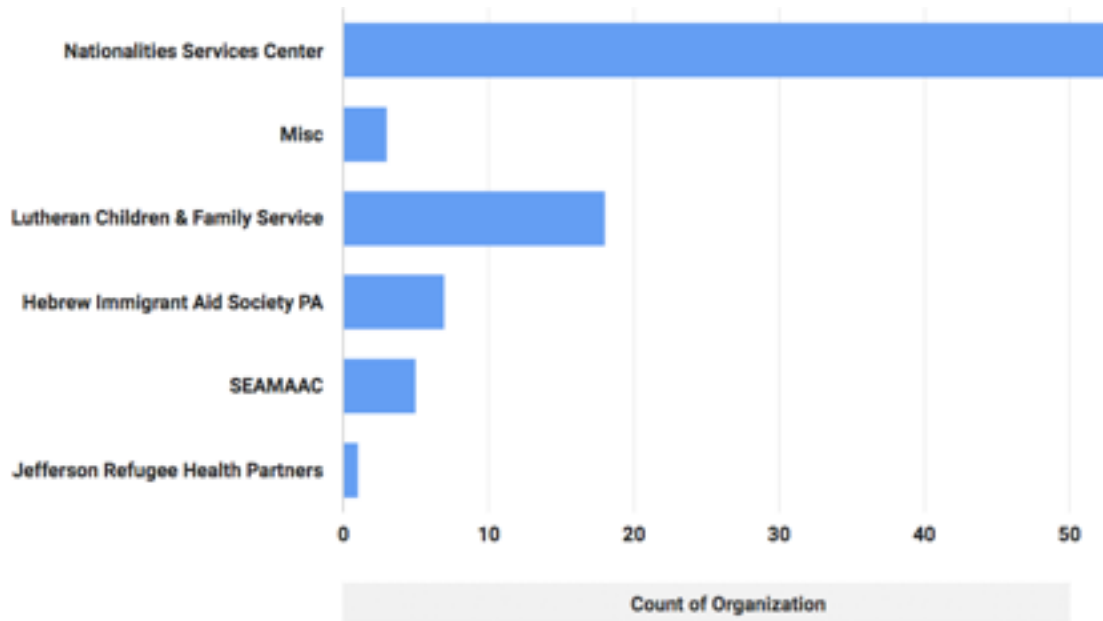
Count of Patient's Preferred Language



**All data has been compiled from online reports filed from our respective organizations. Remember to access the form to quickly report any experience with a client not being afforded the right to interpreted healthcare.*

[CLICK HERE for Online Language Access Feedback Form](#)

Language access reports by organization:
Report the negative experience! It only takes a minute!
Keep up the good work!



While we strive to gather information on *where* the problems are, it is important to continue educating health providers on *how* to provide interpretation services.

It is our shared responsibility to advocate for change when we encounter a provider who repeatedly does not offer interpretive services.

IN MOST CASES IT'S FREE THROUGH INSURANCE- NO EXCUSES!

Thank you for your hard work and continued passion for accessible healthcare!

Resources for helping provider offices get on track:

The following pages have guides to give to provider offices, making it easier for them to schedule interpreters.

[Language Access Feedback Form](#)

KEYSTONE FIRST INTERPRETATION



Nationalities
SERVICE CENTER



KEYSTONE FIRST PROVIDES INTERPRETATION SERVICES FOR MEDICAL APPOINTMENTS.

TO ORDER AN INTERPRETER FOR A KEYSTONE FIRST PATIENT:

COLLECT THE FOLLOWING INFORMATION

- Patient name
- Keystone Mercy ID
- Patient address
- Patient phone number
- Patient date of birth
- Doctor's name
- Doctor's office name
- Office address
- Office phone number
- Day and time of appointment
- Language requested

CALL KEYSTONE FIRST AT : 800-521-6860

- option 6 to stay on the line
- You must call at least 48 hours (2 full business days) in advance of the appointment! Otherwise, your request will be denied.
- You will be asked all of the above information and a request will be submitted for an interpreter.
- You will get a call back (sometime in the next 2 days) with the name and phone number of the interpreter who is assigned to your appointment.

ADDITIONAL NOTES

They verify the patient's address and phone number in order to access the account (as well as name and DOB). If the information you have doesn't match what Keystone has listed (ex: the patient moves or changes their phone number without telling you), Keystone will deny you access to the account. If this occurs, you will need to provide the patient's SSN in order to access the account.



INTERPRETATION FOR MEDICAL OFFICES

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	Pacific Interpreters
http://www.languageline.com/	http://www.pacificinterpreters.com/
(800) 752-6096	(800) 324-8060

IN-PERSON INTERPRETATION

Quantum	Cristaldo Associates	Nationalities Service Center
www.quantumtranslations.com	www.cristaldoassociates.com/	https://nscphila.org
215 627 2251	(215) 264-8485	215-893-8400

LANGUAGE ACCESS ADVOCACY GUIDE



WHAT ARE A PATIENT'S RIGHTS IN REGARDS TO LANGUAGE ACCESS?

Title VI of the U. S. Civil Rights Act of 1964 prohibits health care providers 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 are required to provide language services for patients who need them.

IN WHAT SETTINGS MUST HEALTH CARE PROVIDERS SUPPLY INTERPRETATION?

Title VI applies to any provider that accepts federal funding in any way. This is true for all providers who accept Medicare or Medicaid, and they must provide language access to all patients, even if the individual patient has private insurance. In addition, these services must be offered at all points during the visit (i.e. check-in, discharge) in order to create an experience that would be identical if the patient spoke English.

WHAT IF A PROVIDER ACCEPTS MEDICARE OR MEDICAID BUT REFUSES TO PROVIDE INTERPRETATION?

Although the medical practice is legally obligated to provide interpretation services, the provider may not be aware of the law. It is sometimes helpful to inform the physician or office manager of these laws, especially if continued follow-up for the patient is required. To assist with this task, you can download and print the the RHP Medical Office Letter, which provides various interpretation & translation services for providers in the Greater Philadelphia Area. In addition, a patient's insurance company may provide interpretation and we recommend that advocates or medical offices check with the patient's insurance to see if these services are available. The Medicaid HMO Keystone First provides in-person interpreters for medical visits. See our Keystone First Interpreter-Scheduling Guide for step-by-step instruction on how to use this service.

WHAT IF A PROVIDER PROVIDES ONLY SPANISH, OR ONLY A FEW DIFFERENT LANGUAGES?

Some medical offices believe that having Spanish-speaking medical staff fulfills their requirement for providing interpretation services. In reality, these offices must still make all languages available if needed. These offices can benefit from having a language line service in addition to their bilingual staff, of which a few examples are listed in the RHP Medical Office Letter.