

Linguistic Barriers

Environment:

- Provide information in a patient's primary written and spoken language at all points of contact.
- Make clear that all language services for patients are free of charge in easily visible signage.
- Determine any language needs at first point of contact.

Interaction:

- Make it clear to patients that all language services are completely free of charge.
- Qualified, non-relative interpretation services are required in all situations. Qualified language interpretation providers include:
 - Bilingual clinicians or staff members *whose language proficiency/fluency has been confirmed* can communicate directly with patients in their preferred language.
 - Staff who are trained as interpreters.
 - On-site trained medical interpreters.
 - Telephone or video medical interpreter services (make sure you can access necessary equipment [e.g. dual handset phones] in all areas where patients interact with staff).
- Unacceptable language interpretation services include:
 - A patient's family, children, or friends *are never* appropriate medical interpreters unless it is a documented medical emergency situation and qualified, non-relative interpretation services are completely unavailable.
 - Non-qualified or non-confirmed bilingual fluency clinicians or staff members *are never* appropriate medical interpreters unless it is a documented medical emergency situation and qualified, non-relative interpretation services are completely unavailable.
 - Non-bilingual or limited fluency clinicians or staff *are never* appropriate medical interpreters.
- All written materials must be provided in patient's preferred language.
- Engage in "Teach-Back" and a barriers to adherence discussion through a qualified interpreter. Does the patient have the knowledge, ability, *and* opportunity to follow the treatment plan?

For more information, training, and resources, please visit the NYP PPS Cultural Competency & Health Literacy website, www.nyp.org/pps/cultural-competency, or learn more with the Quality Interactions Resource Center (QIRC), www.nyp.org/pps/resources/quality-interactions.