

# Section 1557 Readiness Workshop – Session 2

Guidance and Resources for the January and May 2025 Requirements

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# Our Speakers



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# A Brief Disclaimer

This presentation is for general informational purposes only. Nothing contained in this presentation or said during this presentation constitutes legal advice.

# Today's Agenda

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- 2025 Deadlines quick overview
- Decisions Support & AI
- Non-Discrimination and Telehealth
- Notices of Availability of Language Services and Aux. Aids
- Language Access Policies & Procedures
- Answer Questions



## What do you need to do and by when?

<del>§ 92.10 Post Notice of nondiscrimination</del>	<del>Within 120 days of effective date (November 2, 2024)</del>
<del>§ 92.7 Appoint a Section 1557 Coordinator</del>	<del>Within 120 days of effective date (November 2, 2024)</del>
§ 92.207(b)(1) through (5) Nondiscrimination in health insurance coverage and other health-related coverage	For health insurance coverage or other health-related coverage that was not subject to this part as of the date of publication of this rule, by the first day of the first plan year (in the individual market, policy year) beginning on or after January 1, 2025
§ 92.207(b)(6) Nondiscrimination in health insurance coverage and other health-related coverage	By the first day of the first plan year (in the individual market, policy year) beginning on or after January 1, 2025
§ 92.210(b), (c) Use of patient care decision support tools	Within 300 days of effective date (May 1, 2025)
§ 92.11 Notice of availability of language assistance services and auxiliary aids and services	Within one year of effective date (July 5, 2025)
§ 92.8 Policies and Procedures	Within one year of effective date (July 5, 2025)
§ 92.9 Training	Following a covered entity's implementation of the policies and procedures required by § 92.8, and no later than one year of effective date (July 5, 2025)

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# What is likely to happen now?

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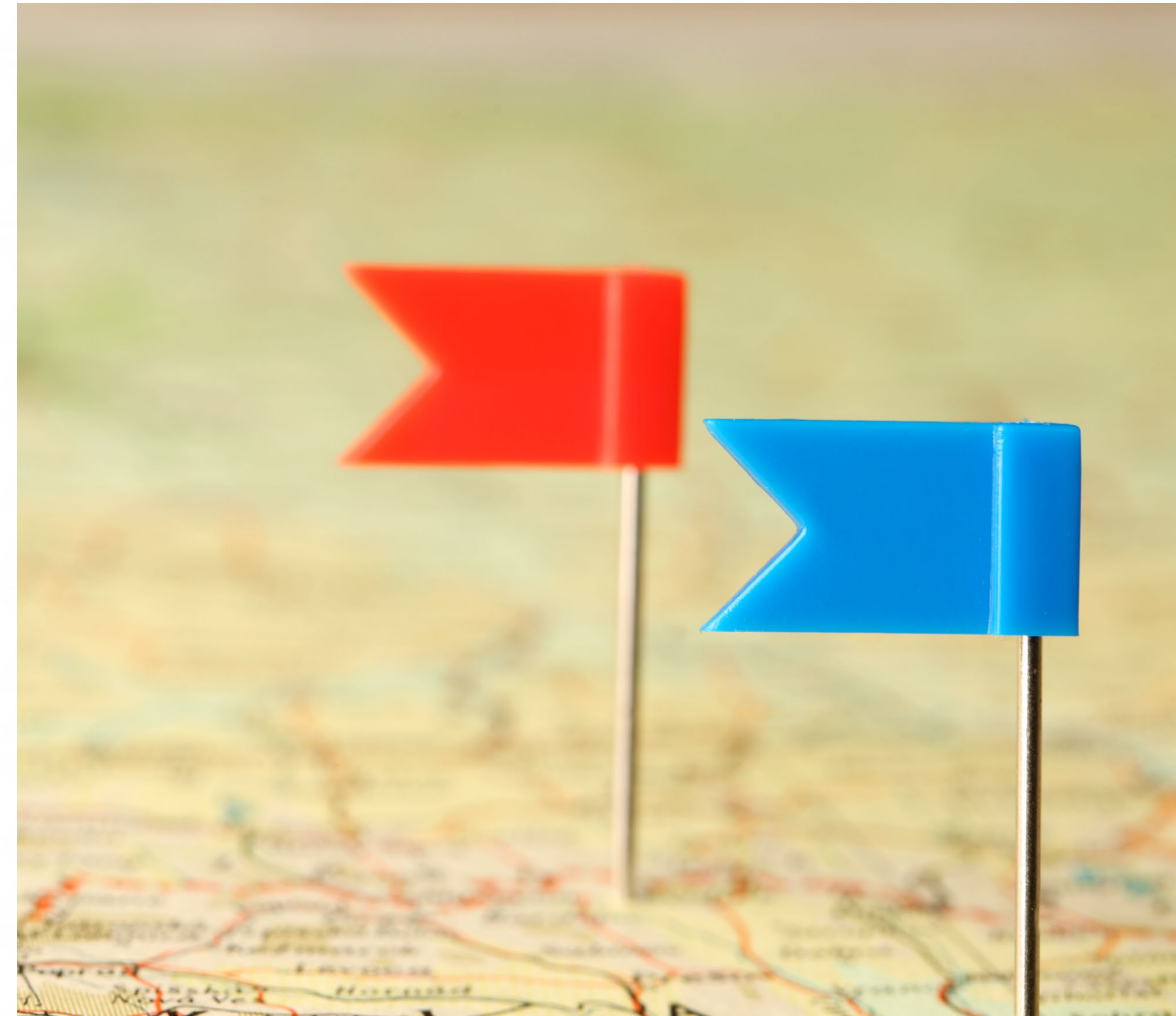
# Considerations for the Incoming Administration

As before, the Trump Administration is likely to substantially revise the Biden Administration's regulation under Section 1557 of the ACA through notice and comment rulemaking.

## Items to consider:

- The earlier revised regulation under the Trump Administration left much of the Obama-era regulatory provisions around language access and effective communication in place.
- The second revised regulation under the Trump Administration could look much like the first, But
- Until a new regulation is finalized, the Biden Administration's deadlines will remain in place.

Whatever happens, much of this law exists independent of the Affordable Care Act. (Title VI of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act, and Americans with Disabilities Act)





# A Note about the January Requirements (Insurance/Payers)



The Biden Administration's regulation includes a delayed effective date of the first day of the first plan year on or after January 1, 2025 for required changes to group health plan coverage benefit design.

"OCR clarifies that any covered entity offering health insurance coverage or other health-related coverage subject to the delayed applicability date for benefit design ***is still required to comply with all other provisions of this final rule***, as of the general effective dates and specific applicability dates set forth under § 92.1(b)."

# Nondiscrimination in Use of Patient Care Decision Support Tools & AI

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# Nondiscrimination in Use of Patient Care Decision Support Tools & AI



(a) **General prohibition.** A covered entity must not discriminate on the basis of race, color, national origin, sex, age, or disability in its health programs or activities through the use of patient care decision support tools.

(b) **Identification of risk.** A covered entity has an ongoing duty to make reasonable efforts to identify uses of patient care decision support tools in its health programs or activities that employ input variables or factors that measure race, color, national origin, sex, age, or disability.

(c) **Mitigation of risk.** For each patient care decision support tool identified in paragraph (b) of this section, a covered entity must make reasonable efforts to mitigate the risk of discrimination resulting from the tool's use in its health programs or activities.

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**NONDISCRIMINATION IN THE USE OF  
PATIENT CARE DECISION SUPPORT TOOLS  
45 CFR §92.210**

# Nondiscrimination in Use of Patient Care Decision Support Tools & AI

**Patient care decision support tool** - any automated or non-automated tool, mechanism, method, technology, or combination thereof used by a covered entity to support clinical decision-making in its health programs or activities.

- *But note: HHS OCR stated that it was considering whether to expand this concept to non-clinical decision-making tools (such as billing, scheduling, and resource allocation).*

## **Required “due diligence” when acquiring and using AI**

- Consult disclosures required by certified health IT developers
- Review resources published by HHS
- Monitor academic literature
- Review media reports
- Participate in professional associations

- **GENERAL PROHIBITION**  
(Definitions And Requirements)

- IDENTIFICATION OF RISK

- MITIGATION OF RISK

# Nondiscrimination in Use of Patient Care Decision Support Tools & AI

Whether assessing whether "**reasonable efforts**" have been made to identify potential risks, HHS OCR stated that it will consider:

1. the system's size and resources;
2. whether the system used the tool in a manner and under the conditions intended by the developer and approved by regulators (or whether the tool was customized by the health system);
3. whether the system reviewed the product information from the certified developer of healthcare IT regarding the potential for discrimination; and
4. whether the system has a methodology or process in place for evaluating the tools it adopts (e.g., the "due diligence" concept just discussed).

- GENERAL PROHIBITION  
(Definitions And Requirements)

## • IDENTIFICATION OF RISK

- MITIGATION OF RISK

# Nondiscrimination in Use of Patient Care Decision Support Tools & AI

For mitigation, HHS OCR stated that health systems are encouraged to:

1. Establish written policies and procedures for the use of these tools in decision-making, including governance measures;
2. Monitor potential impacts and develop ways to address complaints; and
3. Train staff on the purpose of the use of the tools in clinical decision-making.

- GENERAL PROHIBITION  
(Definitions And Requirements)

- IDENTIFICATION OF RISK

- MITIGATION OF RISK

# Machine Translation Definition



Automated translation, without the assistance of or review by a qualified human translator, that is text-based and provides instant translations between various languages, sometimes with an option for audio input or output.

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**DEFINITIONS, 45 CFR §92.210**

# When a Review by a Qualified Human Translator is Required

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When the text being translated...

- Is critical to rights, benefits or meaningful access,
- Where accuracy is essential,
- Or the source document/materials contain complex, non-literal or technical language.





# Nondiscrimination Requirements for Telehealth

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# Requirements for Telehealth Services



## Specific definition of "telehealth"

“The use of electronic information and telecommunications technologies to support long-distance clinical health care, patient and professional health-related education, public health, and health administration. Technologies include videoconferencing, the internet, store-and-forward imaging, streaming media, and terrestrial and wireless communications.”

"Telehealth interfaces or applications" are also included within the definition of "Information and communication technology (ICT)"

# HHS OCR Guidance on Nondiscrimination in Telehealth



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U.S. Department of Justice  
Civil Rights Division



## Guidance on Nondiscrimination in Telehealth: Federal Protections to Ensure Accessibility to People with Disabilities and Limited English Proficient Persons

Telehealth is an increasingly important way of delivering health care. Many health care providers and patients have turned to telehealth during the COVID-19 public health emergency to reduce community spread of the virus, and it is now a more accepted way to provide and receive health care services. The U.S. Department of Health and Human Services (HHS) and the U.S. Department of Justice (DOJ) are committed to ensuring that health care providers who use telehealth, including telehealth that is available 24/7, do so in a nondiscriminatory manner.

With this guidance, the HHS Office for Civil Rights (OCR) and DOJ's Civil Rights Division (CRT) explain how various federal laws require making telehealth accessible to people with disabilities and limited English proficient persons. These laws include Section 504 of the Rehabilitation Act of 1973 (Section 504),<sup>1</sup> the Americans with Disabilities Act (ADA),<sup>2</sup> Title VI of the Civil Rights Act of 1964 (Title VI),<sup>3</sup> and Section 1557 of the Patient Protection and Affordable Care Act (Section 1557),<sup>4</sup> (collectively, "federal civil rights laws"). Section 1557 regulations specifically provide that covered health programs or activities provided by covered entities through electronic or information technology


<sup>1</sup> Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. § 794.

<sup>2</sup> Americans with Disabilities Act, 42 U.S.C. §§ 12132, 12182.


<sup>3</sup> Title VI of the Civil Rights Act of 1964, 42 U.S.C. §§ 2000d – 2000d-7.

<sup>4</sup> Section 1557 of the Patient Protection and Affordable Care Act, 42 U.S.C. § 18116. While this guidance focuses on discrimination in telehealth on the basis of disability, race, color, or national origin, HHS notes that Section 1557 also prohibits discrimination on the basis of sex and age, and that covered entities are also prohibited from discriminating in the provision of telehealth services on those bases. HHS interprets and enforces Section 1557's prohibition on the basis of sex to include sexual orientation and gender identity.

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# HHS OCR Guidance on Nondiscrimination in Telehealth


## Examples of Access Challenges in Telehealth:

- A telehealth platform that does not support screen reader software for patients with limited vision
- Telehealth platform that does not allow interpreters to join remotely
- Instructions to access the telehealth platform are not provided in the patient's preferred language



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example by allowing patients to send information to health care providers for review and analysis, and by providers to monitor a patient's health remotely.

Although telehealth has many advantages, accessing care via telehealth may present challenges for certain populations. Sometimes these challenges, if not addressed, may result in these populations facing barriers and issues accessing this care. Some examples may include:

- A person who is blind or has limited vision may find that the web-based platform their doctor uses for telehealth appointments does not support screen reader software.
- A person who is deaf and communicates with a sign language interpreter may find that the video conferencing program their provider uses does not allow an interpreter to join the appointment from a separate location.
- A limited English proficient (LEP) person may need instructions in a language other than English about how to set up a telehealth appointment.<sup>16</sup>

A health care provider's failure to take appropriate action to ensure that care provided through telehealth is accessible can result in unlawful discrimination.<sup>17</sup> Below, this guidance outlines steps that providers may, and in some cases must, take to help ensure accessible services to all individuals.

The federal civil rights laws discussed in this guidance prohibit discrimination on the basis of disability, race, color, and national origin, among other bases. The following discussion includes a non-exhaustive list of examples of how these nondiscrimination protections apply in the telehealth context.

<sup>16</sup> 28 C.F.R. § 42.405(d)(2) ("Federal agencies shall also take reasonable steps to provide, in languages other than English, information regarding programs subject to title VI.")


<sup>17</sup> See, e.g., 42 U.S.C. §§ 12132, 12182(a); 42 U.S.C. § 2000d; 28 C.F.R. §§ 35.130(a), 35.160, 36.201(a), 36.303; 45 C.F.R. § 84.4(a), (b); 28 C.F.R. § 42.104; 28 C.F.R. § 42.405(d); U.S. Department of Health and Human Services, Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons, 68 Fed. Reg. 47,311, 47,316-17 (Aug. 8, 2003); U.S. Dept. of Justice, LEP Guidance to Federal Financial Assistance Recipients Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons, 67 Fed. Reg. 41,455, 41,461-64 (June 18, 2002).

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# HHS OCR Guidance on Nondiscrimination in Telehealth

## Must communicate effectively with all individuals in all communication, including:

- Provider Availability
- Records Access
- Scheduling
- All communication during appointments



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should also use a platform that allows a support person to be present with the patient or log in from a third location.

- A dermatology practice that typically limits telehealth appointments to 30 minutes may need to schedule a longer appointment for a patient who needs additional time to communicate because of their disability.
- A doctor's office that does not allow anyone but the patient to attend telehealth appointments would have to make reasonable changes to that policy to allow a person with a disability to bring a support person and/or family member to the appointment where needed to meaningfully access the health care appointment.

**Effective Communication with People with Disabilities.** Providers must communicate effectively with people who have communication disabilities (including certain disabilities affecting speech or motor function) when providing care in person or through telehealth.<sup>21</sup> This requirement applies to all communications, including about provider availability, records access, scheduling, and during appointments.<sup>22</sup> Health care providers must provide communication aids and services when needed and at no cost to the patient.<sup>23</sup>

Because communication needs can differ depending on the individual and their situation, effective solutions will differ too. The aids or services that are effective for the individual and convey accurate information between provider and patient may depend on the nature, length, complexity, and context of the communications and providers working with the patient to best determine what works for the patient.<sup>24</sup>

*Examples of when communication aids and services may need to be provided, include but are not limited to:*


<sup>21</sup> See, e.g., 28 C.F.R. §§ 35.160, 36.303; 45 C.F.R. § 84.52(d).  
<sup>22</sup> See, e.g., 28 C.F.R. §§ 35.160(a)(1), (b)(1), 36.303; 45 C.F.R. § 84.52(d).  
<sup>23</sup> See, e.g., 28 C.F.R. §§ 35.130(f), 36.301(c), 36.303. However, if providing a particular aid or service poses an undue burden to the provider or a fundamental alteration to their program or service, the provider need not provide that aid or service. See, e.g., 28 C.F.R. §§ 35.164, 36.303(a), (h); *Alexander v. Choate*, 469 U.S. 287 (1985); *Southeastern Community College v. Davis*, 442 U.S. 397 (1979). Under these circumstances, the provider must instead pursue an alternative option, if one exists, that would not result in an alteration or undue burden, but would nevertheless ensure that, to the maximum extent possible, people with disabilities receive the service the provider is offering. See, e.g., 28 C.F.R. §§ 35.164, 36.303(h).  
<sup>24</sup> See, e.g., 28 C.F.R. §§ 35.160(b)(2), 36.303(c)(1)(ii).

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# HHS OCR Guidance on Nondiscrimination in Telehealth

## Examples of Solutions/Aids for people who are deaf or hard of hearing (DDH):

- A telehealth platform that allows ASL interpreters to join calls remotely.
- Telehealth platform that provides “effective” real-time captioning.
- May not require patients to provide own interpreter or captioning.



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***For people who are deaf or hard of hearing:***

- A physical therapy practice that uses telehealth to provide remote training sessions to patients may need to provide a sign language interpreter who is qualified to interpret physical therapy instructions and techniques, including using any necessary specialized vocabulary, for a patient who is deaf.<sup>25</sup> When an interpreter is necessary, the provider will need to make sure that their telehealth platform allows the interpreter to join the session.<sup>26</sup> The provider may not require patients to bring their own interpreter.<sup>27</sup>
- A mental health provider who uses telehealth to provide remote counseling to individuals may need to ensure that the telehealth platform it uses can support effective real-time captioning for a patient who is hard of hearing. The provider may not require patients to bring their own real-time captioner.<sup>28</sup>

***For people who are blind or have visual disabilities:***

- A dietician who uses a web-based platform to send written dietary recommendations to their patients may need to make sure the recommendations are screen-reader compatible for a patient who is blind.
- A sports medicine practice that uses videos to show patients how to do physical therapy exercises may need to make sure that the videos have audio descriptions for patients with visual disabilities.
- A urologist who provides remote consultations through a video platform may need to provide a consultation by phone for a patient who requests that option due to a visual disability.

**B. Protections Against Discrimination for Limited English Proficient Persons**


**Race, Color, and National Origin Nondiscrimination:** Federal law provides that no person shall, on the basis of race, color, or national origin, be excluded from

<sup>25</sup> See, e.g., 28 C.F.R. §§ 35.104, 36.104; 45 C.F.R. §92.102(b)(2)(ii).  
<sup>26</sup> See, e.g., 28 C.F.R. §§ 35.104, 35.160(b), 36.303(a), (b), (c); 45 C.F.R. § 84.52(d).  
<sup>27</sup> See, e.g., 28 C.F.R. §§ 35.160(c)(1), 36.303(c)(2).  
<sup>28</sup> See, e.g., 28 C.F.R. §§ 35.160(c)(1), 36.303(c)(2).

# HHS OCR Guidance on Nondiscrimination in Telehealth


## Examples of Solutions/Aids for people who have visual disabilities:

- Web-based portals that deliver screen-reader compatible recommendations
- Physical therapy exercise demonstration videos that have audio descriptions.
- Willingness to do consultations over the phone if a patient with a visual impairment requests it.



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<sup>26</sup> See, e.g., 28 C.F.R. §§ 35.104, 35.160(b), 36.303(a), (b), (c); 45 C.F.R. § 84.52(d).  
<sup>27</sup> See, e.g., 28 C.F.R. §§ 35.160(c)(1), 36.303(c)(2).  
<sup>28</sup> See, e.g., 28 C.F.R. §§ 35.160(c)(1), 36.303(c)(2).




# HHS OCR Guidance on Nondiscrimination in Telehealth


## Examples of Solutions/Aids for LEP Patients:

- Emails or Social posts to patients that talk about Telehealth availability include a line or two (not in English) about how to get the same info in the post/email in other languages
- Ensures the platform chosen for telehealth allows for interpreters to join the session

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recipient of federal financial assistance should clarify that any language assistance service offered is free to the LEP person.<sup>33</sup>

*Examples of language assistance services include, but are not limited to:*

- In emails to patients or social media postings about the opportunity to schedule telehealth appointments, a federally assisted health care provider includes a short non-English statement that explains to LEP persons how to obtain, in a language they understand, the information contained in the email or social media posting.
- When selecting a telehealth platform, a federally assisted health care provider takes reasonable steps to ensure that the telehealth platform can support the inclusion of a telephone interpreter or video remote interpreter as part of the call in order to provide meaningful access to the appointment for LEP patients.
- An OBGYN who receives federal financial assistance and legally provides reproductive health services, using telehealth to provide remote appointments to patients, provides a qualified language interpreter for an LEP patient. The provider makes sure that their telehealth platform allows the interpreter to join the session. Due to issues of confidentiality and potential conflicts of interest (such as in matters involving domestic violence) providers should avoid relying on patients to bring their own interpreter.<sup>34</sup>

<sup>33</sup> DOJ LEP Guidance to Recipients, 67 Fed. Reg. at 41,462 (noting that “when oral language services are necessary, recipients should generally offer competent interpreter services free of cost to the LEP person); HHS LEP Guidance to Recipients, 68 Fed. Reg. at 47,320 (describing how “it may be important for the recipient [of federal financial assistance] to let LEP persons know that [language] services are available and that they are free of charge” once the recipient has decided that it will provide language services).

<sup>34</sup> DOJ LEP Guidance to Recipients, 67 Fed. Reg. at 41,462 (explaining that LEP persons should be permitted “to use, at their own expense, an interpreter of their own choosing ... in place of or as a supplement to the free language services expressly offered by the recipient” but that special care should be taken because “[i]n many circumstances, family members (especially children), friends, other inmates or other detainees are not competent to provide quality and accurate interpretations. Issues of confidentiality, privacy, or conflict of interest may also arise. LEP individuals may feel uncomfortable revealing or describing sensitive, confidential, or potentially embarrassing medical, law enforcement (e.g., sexual or violent assaults), family, or financial information to a family member, friend, or member of the local community.”); HHS LEP Guidance to Recipients, 68 Fed. Reg. at 47,318 (“[T]he recipient may need to consider issues of competence, appropriateness, conflicts of interest, and confidentiality in determining whether it should respect the desire of the LEP person to use an interpreter of his or her own choosing.”)

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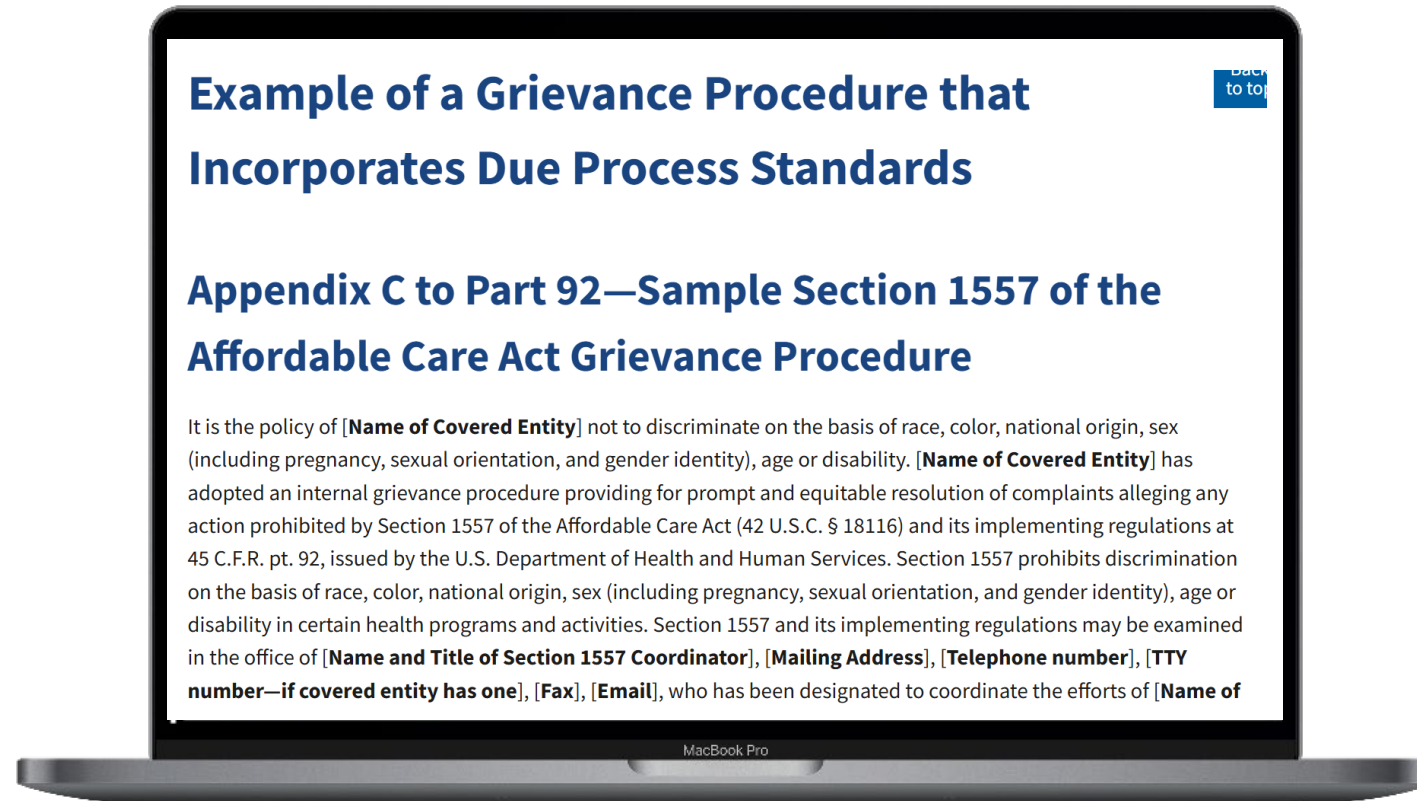
# Questions?

# Legal and Regulatory Compliance

Joint Commission/DNV/NCQA



# Great Resources from the HHS and other Sources



# Great Resources from the HHS and other Sources

## Example of a Policy and Procedure for Providing Auxiliary Aids for Persons with Disabilities

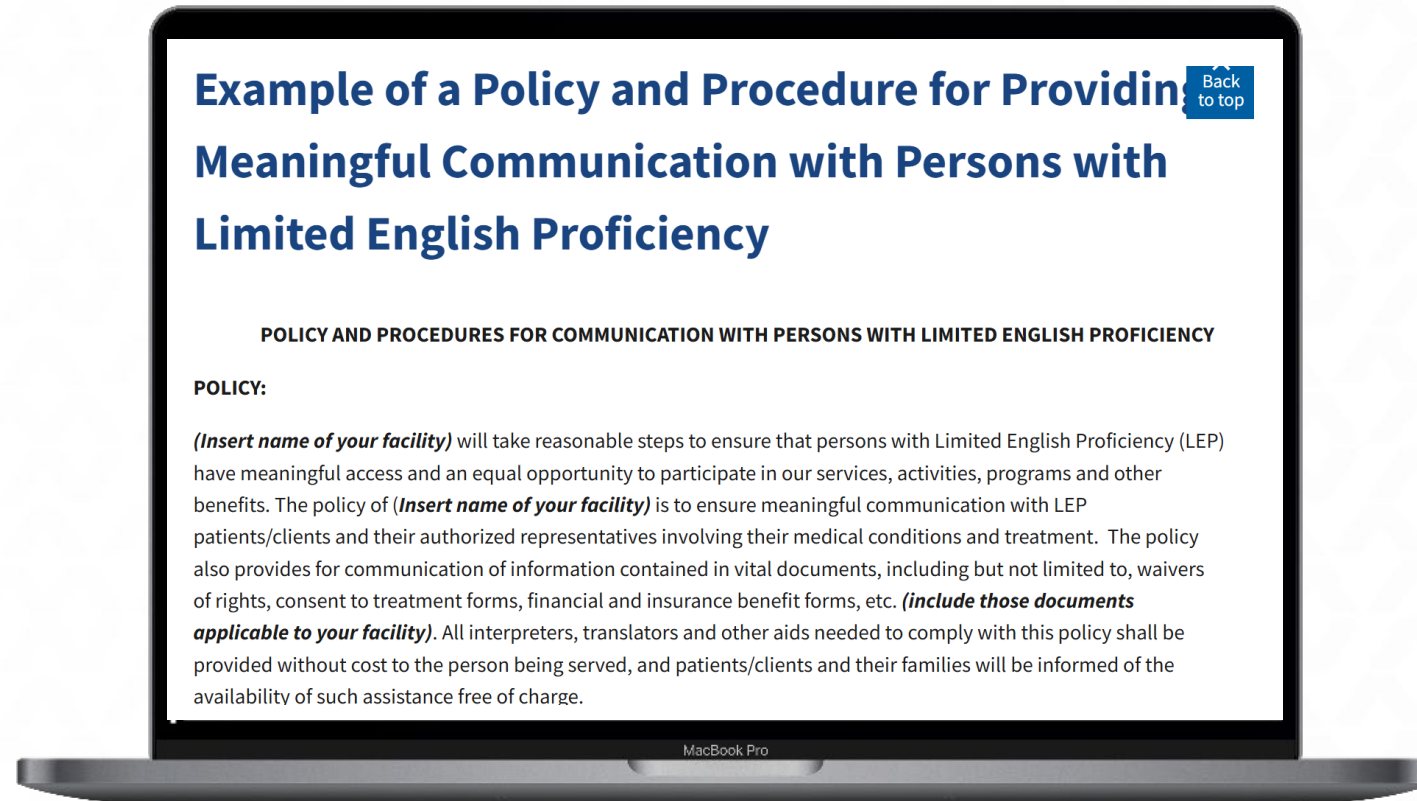
### AUXILIARY AIDS AND SERVICES FOR PERSONS WITH DISABILITIES

#### POLICY:

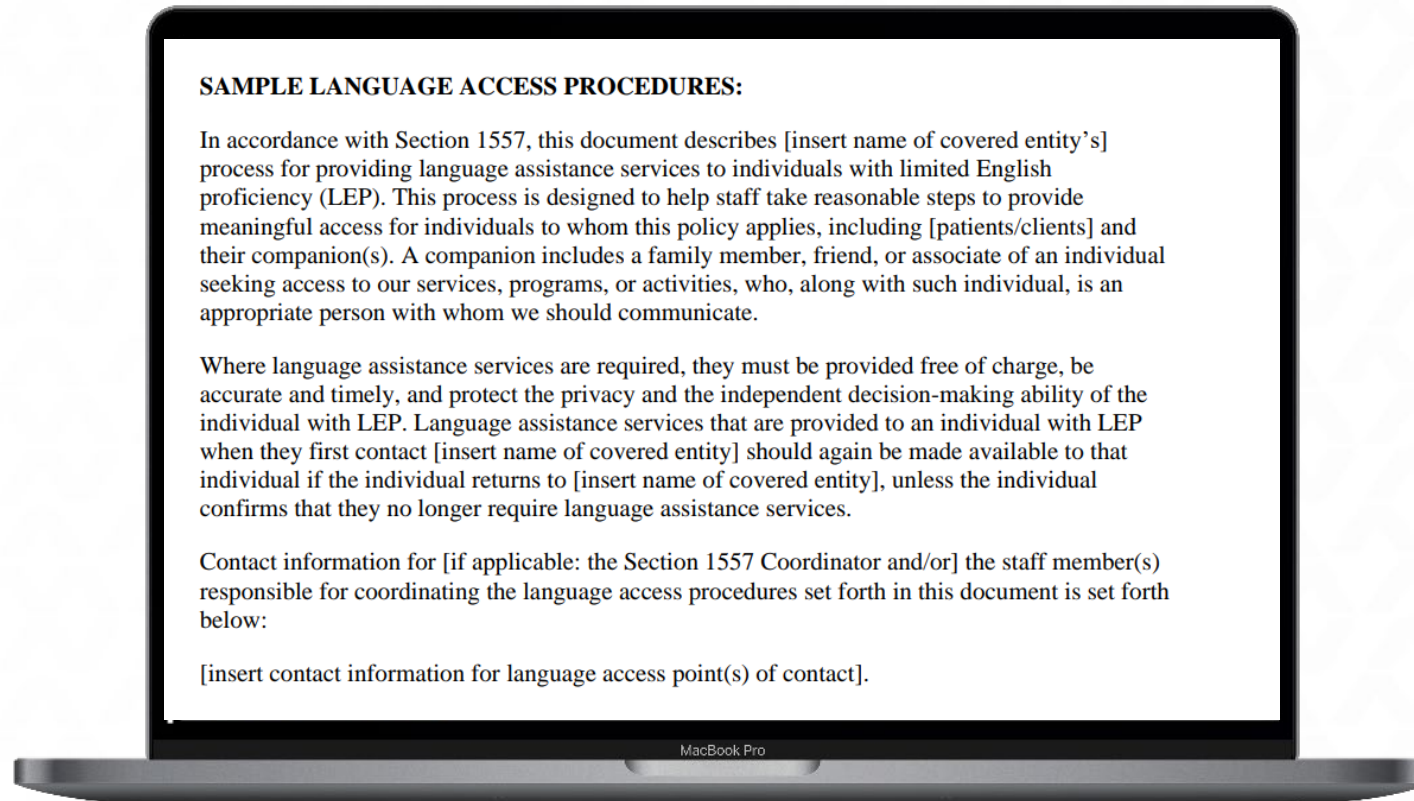
*(Insert name of your facility)* will take appropriate steps to ensure that persons with disabilities, including persons who are deaf, hard of hearing, or blind, or who have other sensory or manual impairments, have an equal opportunity to participate in our services, activities, programs and other benefits. The procedures outlined below are intended to ensure effective communication with patients/clients involving their medical conditions, treatment, services and benefits. The procedures also apply to, among other types of communication, communication of information contained in important documents, including waivers of rights, consent to treatment forms, financial and insurance benefits forms, etc. ***(include those documents applicable to your facility)***. All necessary auxiliary aids and services shall be provided without cost to the person being served.

MacBook Pro

# Great Resources from the HHS and other Sources



# Great Resources from the HHS and other Sources



# Notices of Availability of Language Services and Auxiliary Aids

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# Important Resource: Pre-translated Availability Statements

## Spanish

### Sample Notice of Availability of Language Assistance Services and Auxiliary Aids and Services (§ 92.11)

ATTENTION: If you speak [insert language], free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge. Call 1-xxx-xxx-xxxx (TTY: 1-xxx-xxx-xxxx) or speak to your provider.”

## Español

ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles. Llame al 1-xxx-xxx-xxxx (TTY: 1-xxx-xxx-xxxx) o hable con su proveedor.

Language	Notice of Availability of Language Assistance Services and Auxiliary Aids and Services	Notice of Non-Discrimination
Creole (Cape Verdean)	<a href="#">Notice of Availability of Language Assistance Services and Auxiliary Aids and Services (Cape Verdean Creole) - PDF</a>	<a href="#">Notice of Non-Discrimination (Cape Verdean Creole) - PDF</a>
	<a href="#">Notice of Availability of Language Assistance Services and Auxiliary Aids and Services (Cape Verdean Creole) - Word</a>	<a href="#">Notice of Non-Discrimination (Cape Verdean Creole) - Word</a>
Dutch	<a href="#">Notice of Availability of Language Assistance Services and Auxiliary Aids and Services (Dutch) - PDF</a>	<a href="#">Notice of Non-Discrimination (Dutch) - PDF</a>
	<a href="#">Notice of Availability of Language Assistance Services and Auxiliary Aids and Services (Dutch) - Word</a>	<a href="#">Notice of Non-Discrimination (Dutch) - Word</a>
Farsi	<a href="#">Notice of Availability of Language Assistance Services and Auxiliary Aids and Services (Farsi) - PDF</a>	<a href="#">Notice of Non-Discrimination (Farsi) - PDF</a>
	<a href="#">Notice of Availability of Language Assistance Services and Auxiliary Aids and Services (Farsi) - Word</a>	<a href="#">Notice of Non-Discrimination (Farsi) - Word</a>
French	<a href="#">Notice of Availability of Language Assistance Services and Auxiliary Aids and Services (French) - PDF</a>	<a href="#">Notice of Non-Discrimination (French) - PDF</a>
	<a href="#">Notice of Availability of Language Assistance Services and Auxiliary Aids and Services (French) - Word</a>	<a href="#">Notice of Non-Discrimination (French) - Word</a>
German	<a href="#">Notice of Availability of Language Assistance Services and Auxiliary Aids and Services (German) - PDF</a>	<a href="#">Notice of Non-Discrimination (German) - PDF</a>
	<a href="#">Notice of Availability of Language Assistance Services and Auxiliary Aids and Services (German) - Word</a>	<a href="#">Notice of Non-Discrimination (German) - Word</a>
Greek	<a href="#">Notice of Availability of Language Assistance Services and Auxiliary Aids and Services (Greek) - PDF</a>	<a href="#">Notice of Non-Discrimination (Greek) - PDF</a>
	<a href="#">Notice of Availability of Language Assistance Services and Auxiliary Aids and Services (Greek) - Word</a>	<a href="#">Notice of Non-Discrimination (Greek) - Word</a>
Gujarati	<a href="#">Notice of Availability of Language Assistance Services and Auxiliary Aids and Services (Gujarati) - PDF</a>	<a href="#">Notice of Non-Discrimination (Gujarati) - PDF</a>
	<a href="#">Notice of Availability of Language Assistance Services and Auxiliary Aids and Services (Gujarati) - Word</a>	<a href="#">Notice of Non-Discrimination (Gujarati) - Word</a>
Haitian	<a href="#">Notice of Availability of Language Assistance Services and Auxiliary Aids and Services (Haitian) - PDF</a>	<a href="#">Notice of Non-Discrimination (Haitian) - PDF</a>

# Notice Requirements of Availability of Language Services & Auxiliary Aids

Paper size: A2

- **Language:** Provide in English and the top 15 languages in the state.
- **Font:** Minimum 20-point sans serif or larger.
- **Availability:**
  - Annually and upon request.
  - Display on the entity's website and at prominent physical locations.
  - Offer alternate formats for individuals requiring auxiliary aids.
- **Usage:** Include on designated electronic and written communications.
  - Notices
  - Collections
  - Consents
  - Discharge Instructions
  - Member Handbooks
  - Public emergency information
  - Complaints
  - This is NOT an exhaustive list
- **By when:** No later than July 5, 2025

## Language Assistance and Auxiliary Aids & Services Available

ATTENTION: If you speak another language other than English or are a person who is deaf or hard of hearing, free language assistance services are available to you. Appropriate auxiliary aids and services to provide information in accessible formats are also available free of charge.

<p><b>Spanish (Español)</b>                  ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. También están disponibles de forma gratuita ayuda y servicios auxiliares apropiados para proporcionar información en formatos accesibles.</p>	<p><b>Korean (한국어)</b>                  주의: [한국어]를 사용하시는 경우 무료 언어 지원 서비스를 이용하실 수 있습니다. 이용 가능한 형식으로 정보를 제공하는 적절한 보조 기구 및 서비스도 무료로 제공됩니다.</p>
<p><b>Chinese Mandarin (中文普通话):</b>                  注意: 如果您說中文, 我們可以為您提供免費語言協助服務。也可以免費提供適當的輔助工具與服務, 以無障礙格式提供資訊。</p>	<p><b>Vietnamese (Tiếng Việt)</b>                  LƯU Ý: Nếu bạn nói tiếng Việt, chúng tôi cung cấp miễn phí các dịch vụ hỗ trợ ngôn ngữ. Các hỗ trợ dịch vụ phù hợp để cung cấp thông tin theo các định dạng để tiếp cận cũng được cung cấp miễn phí.</p>
<p><b>Arabic (العربية)</b>                  تنبيه: إذا كنت تتحدث اللغة العربية، فستوفر لك خدمات المساعدة اللغوية المجانية. كما تتوفر وسائل مساعدة وخدمات مناسبة لتوفير المعلومات بتنسيقات يمكن الوصول إليها مجانًا.</p>	<p><b>German (Deutsch)</b>                  ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlose Sprachassistenzenleistungen zur Verfügung. Entsprechende Hilfsmittel und Dienste zur Bereitstellung von Informationen in barrierefreien Formaten stehen ebenfalls kostenlos zur Verfügung.</p>
<p><b>French (Français)</b>                  ATTENTION : Si vous parlez Français, des services d'assistance linguistique gratuits sont à votre disposition. Des aides et services auxiliaires appropriés pour fournir des informations dans des formats accessibles sont également disponibles gratuitement.</p>	<p><b>Gujarati (ગુજરાતી):</b>                  ધ્યાન આપો: જો તમે ગુજરાતી બોલતા હો તો મફત ભાષાદ્વીપ સહાયતા સેવાઓ ભલામણ કરી શકાય છે. યોગ્ય ઓક્યુપેશી સહાયતા અને એક્સેસિબલ ફોર્માટમાં માહિતી પૂરી પાડવા માટેની સેવાઓ પણ વનિ મુક્ત ઉપલબ્ધ છે.</p>
<p><b>Tagalog</b>                  PAALALA: Kung nagsasalita ka ng Tagalog, magagamit mo ang mga libreng serbisyonang tulong sa wika. Magagamit din nang libre ang mga naaangkop na auxiliary na tulong at serbisyo upang magbigay ng impormasyon sa mga naa-access na format.</p>	<p><b>Hindi (हिंदी)</b>                  ध्यान दें: यदि आप हिंदी बोलते हैं, तो आपको लिंगुइस्टिक सहायता सेवाएं उपलब्ध होंगी। सुलभ फॉर्मेटों में जानकारी प्रदान करने के लिए उपयुक्त सहायक साधन और सेवाएं भी निशुल्क उपलब्ध हैं।</p>
<p><b>Lao (ລາວ)</b>                  ຝັ່ງຄຳ: ຖ້າທ່ານເວົ້າພາສາ ລາວ, ຈາກນີ້ວິກິດສາມາດຈຳນວນພາສາ ແບບບໍ່ເສຍຄ່າໃຫ້ທ່ານ. ມີບໍລິການຊ່ວຍ ແລະ ການບໍລິການແບບບໍ່ເສຍຄ່າທີ່ສາມາດໃຫ້ຂໍ້ມູນໃນຮູບແບບທີ່ສາມາດເຂົ້າເຖິງ ໄດ້.</p>	<p><b>Russian (РУССКИЙ)</b>                  ВНИМАНИЕ: Если вы говорите на русском, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно.</p>
<p><b>Portuguese (Português):</b>                  ATENÇÃO: Se você fala Português, serviços gratuitos de assistência linguística estão disponíveis para você. Auxílios e serviços auxiliares apropriados para fornecer informações em formatos acessíveis também estão disponíveis gratuitamente.</p>	<p><b>Turkish (Türkçe)</b>                  DİKKAT: Türkçe konuşuyorsanız, size ücretsiz dil desteği hizmetleri sunulmaktadır. Bilgilerin erişilebilir formatlarda sağlanması için uygun yardımcı araçlar ve hizmetler de ücretsiz olarak sunulmaktadır.</p>
<p><b>Japanese (日本語):</b>                  注: 日本語を話される場合、無料の言語支援サービスをご利用いただけます。アクセシブル(誰もが利用できるよう配慮された)な形式で情報を提供するための適切な補助支援やサービスも無料でご利用いただけます。</p>	<p><b>Thai (ไทย)</b>                  หมายเหตุ: หากคุณใช้ภาษาไทย เรามีบริการความช่วยเหลือทั้งด้านภาษาฟรี นอกจากนี้ ยังมีบริการมอบแลบริการช่วยเหลือเพื่อให้อัข้อมูลในรูปแบบที่เข้าถึงได้โดยไม่เสียค่าใช้จ่าย</p>

855-865-8778
AMNHealthcare.com/Language-Services

LANGUAGE SERVICES

23.4"

16.5"

# Notice of Availability of Language Assistance Services and Auxiliary Aids and Services

## Language Assistance and Auxiliary Aids & Services Available

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<p><b>Lao (ລາວ)</b>          ດຳລັງເຫັນ: ຖ້າທ່ານເວົ້າພາສາລາວ, ຈາກມັນວິກິດການສຳເລັດສະເໝີກັບພາສາແມ່ນແຕ່ສະເໜີໃຫ້ທ່ານ. ມັນຈະມີທຳນຽມແມ່ນແຕ່ສະເໜີໃຫ້ທ່ານໃນຮູບແບບທີ່ສາມາດເຂົ້າເຖິງໄດ້.</p>	<p><b>Russian (РУССКИЙ)</b>  <b>ВНИМАНИЕ:</b> Если вы говорите на русский, вам доступны бесплатные услуги языковой поддержки. Соответствующие вспомогательные средства и услуги по предоставлению информации в доступных форматах также предоставляются бесплатно.</p>
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## Interpreter Services

You have the right to a medical interpreter at no cost to you. Please point to your language. A medical interpreter will be called. Please wait.

<p><b>Albanian</b>  <b>Shqip</b>          Këtu ka shërbime për shërbime të tjera gjatë vizitës mjekësore. Ju lutem tregojni me gjuhë që kuptoni më mirë. Ju lutem prini, do t'ju çfaqim një praktikues për vizitën mjekësore.</p>	<p><b>Arabic</b>          هنا تتوفر خدمات مساعدة لغوية مجانية أثناء الزيارة الطبية. يرجى إخبارنا بلغة التحدث بها. نحن ننتظر من فضلك.</p>	<p><b>Portuguese</b>  <b>Português</b>          Você tem o direito a um intérprete de graça. Por favor aponte para a língua que você fala. Um intérprete será chamado. Por favor espere.</p>
<p><b>Amharic</b>  <b>አማርኛ</b>          ይህ ስራ ለሌሎች ቋንቋዎች ላይ የሚደረግ የሥነ ጥናት ስራ ነው። ለቋንቋዎን ለማለፍ፣ እኛን ያነጋግሩ።</p>	<p><b>Hebrew</b>  <b>עברית</b>          יש לך הזכות להיעזר בשירותי תרגום ללא עלות בזמן ביקור הרופא. אנא הצביע על השפה שאתה מדברת. אנחנו מחכים לך.</p>	<p><b>Russian</b>  <b>Русский</b>          Вы имеете право на услуги бесплатного медицинского переводчика. Пожалуйста, укажите язык, на котором вы говорите.</p>
<p><b>Arabic</b>  <b>عربي</b>          هنا تتوفر خدمات مساعدة لغوية مجانية أثناء الزيارة الطبية. يرجى إخبارنا بلغة التحدث بها. نحن ننتظر من فضلك.</p>	<p><b>Hindi</b>  <b>हिन्दी</b>          यहाँ डॉक्टर के बियर में मुफ्त में भाषा सहायता सेवाएँ उपलब्ध हैं। कृपया अपनी भाषा की ओर इशारा करें। एक चिकित्सा व्याख्याता बुलाया जाएगा। कृपया प्रतीक्षित करें।</p>	<p><b>Serbo-Croatian</b>  <b>Srpsko-Hrvatski</b>          Vi imate pravo na besplatnog medicinskog prevodnika. Molimo vas da pokazate na vaš jezik. Medicinski prevodnik će biti pozvan. Hvala i molimo vas da sačekate.</p>
<p><b>Armenian</b>  <b>Հայերեն</b>          Երբ կարող եք խոսել լեզվով, որով խոսեցիք բժշկի հետ: Կոչվում ենք անհատիկ լեզուի օգնության: Կոչվում ենք սպասել:</p>	<p><b>Hmoob</b>          Koj muaj cai txawv kev pab txawv lus dawb txawv nyiaj huab kev xho muaj, Kij txawv rau koj kom los mu, Mam hu txawv los, Thawv rau los.</p>	<p><b>Somali</b>  <b>Soomaali</b>          Waxaad ka qaybqaada in la bixiyo caafimaad oo laa'iga la aan ah. Ibadiga ayaa la bixiyo. Waxaan la bixiyo. Waxaan la bixiyo. Waxaan la bixiyo.</p>
<p><b>Bengali</b>  <b>বাংলা</b>          এখানে ডাক্তারের সাথে মুক্ত ভাষা সহায়তা সেবা উপলব্ধ। দয়া করে আপনার ভাষার দিকে ইঙ্গিত করুন। একটি চিকিত্সক ব্যাখ্যা দেওয়া হবে। দয়া করে অপেক্ষা করুন।</p>	<p><b>Italiano</b>          Avete diritto ad un interprete medico. Il servizio è gratuito. Indicate la vostra lingua e attendete un interprete medico sarà chiamato al più presto.</p>	<p><b>Spanish</b>  <b>Español</b>          Usted tiene derecho a un intérprete médico gratis. Por favor señale su idioma. Llamarémos a un intérprete médico. Por favor espere.</p>
<p><b>Cape Verdean Creole</b>  <b>Kriolu di Kabu Verdi</b>          Nhotha ten direito de ten un intérprete no saári, si graa. Por favor, nhotha mostra ku idioma kábi e foga di nhotha. Tu bamaada un intérprete. Nhotha aara, pur favor.</p>	<p><b>Japanese</b>  <b>日本語</b>          医師通訳を無料でご利用になれます。「日本語」の文字を指してください。日本語通訳が医師通訳を手配いたしますのでお待ち下さい。</p>	<p><b>Swahili</b>          Ni hakiki yako kama na mtoto wu kija wa matibabu kila mtoto unayotaka. Tafadhali chagua kija yako katika hizi. Matibabu wa kija ya matibabu unawaka. Najaa tafadhali.</p>
<p><b>Chinese</b>  <b>中文</b>          您有權利要求一位免費的醫療傳譯員。請指出您的語言。醫療傳譯員將會為您服務。請稍候。</p>	<p><b>Korean</b>  <b>한국말</b>          무료로 의료 전문 통역사의 도움을 받을 수 있습니다. 해당 언어를 선택하십시오. 의료 전문 통역사에게 연결 될 것입니다. 잠시만 기다려 주십시오.</p>	<p><b>Tagalog</b>  <b>Tagalog</b>          May karapatan kang magpaano ng tagapagbigay ng medikal na tulong. Ibang ibang wikang, Magpatiti sa istasyon ang tagapagbigay.</p>
<p><b>French</b>  <b>Français</b>          Vous avez droit gratuitement aux services d'un interprète médical. Veuillez indiquer votre langue. Nous allons contacter un interprète médical. Veuillez patienter s'il vous plaît.</p>	<p><b>Korean</b>  <b>한국말</b>          무료로 의료 전문 통역사의 도움을 받을 수 있습니다. 해당 언어를 선택하십시오. 의료 전문 통역사에게 연결 될 것입니다. 잠시만 기다려 주십시오.</p>	<p><b>Thai</b>  <b>ไทย</b>          ท่านมีสิทธิในการขอใช้บริการล่ามทางการแพทย์โดยไม่เสียค่าใช้จ่าย. กรุณาชี้ไปที่ภาษาที่ท่านต้องการ. เราจะเรียกผู้แปลภาษาให้ท่าน. กรุณารอสักครู่.</p>
<p><b>German</b>  <b>Deutsch</b>          Sie haben kostenlos Anspruch auf einen medizinischen Dolmetscherin. Bitte zeigen Sie auf Ihre Sprache. Eine medizinische Dolmetscherin wird gerufen. Bitte warten Sie.</p>	<p><b>Korean</b>  <b>한국말</b>          무료로 의료 전문 통역사의 도움을 받을 수 있습니다. 해당 언어를 선택하십시오. 의료 전문 통역사에게 연결 될 것입니다. 잠시만 기다려 주십시오.</p>	<p><b>Urdu</b>  <b>اردو</b>          آپ کو مفت طبی ترجمان کی خدمات کی دستیابی ہے۔ براہ کرم اپنی زبان کی نام کی طرف اشارہ کریں۔ آپ کی زبان کے ایک طبی ترجمان بلا تاخیر بلائی جائیگا۔ براہ کرم انتظار کریں۔</p>
<p><b>Hebrew</b>  <b>עברית</b>          יש לך הזכות להיעזר בשירותי תרגום ללא עלות בזמן ביקור הרופא. אנא הצביע על השפה שאתה מדברת. אנחנו מחכים לך.</p>	<p><b>Polish</b>  <b>Język polski</b>          Jesteś uprawniony do korzystania z usług przekładniczych w ramach bezpłatnego. Ukaż swój język. Powyższe przekładnicze zostanie wywołane. Proszę poczekać.</p>	<p><b>Vietnamese</b>  <b>Tiếng Việt</b>          Quý vị có quyền được một thông dịch viên y tế miễn phí. Xin chỉ vào ngôn ngữ của quý vị. Chúng tôi sẽ gọi ngay thông dịch viên y tế. Vui lòng chờ trong giây lát.</p>
<p><b>Greek</b>  <b>Ελληνικά</b>          Είστε δικαιούχοι να χρησιμοποιήσετε δωρεάν υπηρεσίες μεταφραστικές. Παρακαλούμε να δείξετε τον γλώσσά σας. Θα καλεστούμε ένας ηγούμενος. Παρακαλούμε να περιμένετε.</p>	<p><b>Polish</b>  <b>Język polski</b>          Jesteś uprawniony do korzystania z usług przekładniczych w ramach bezpłatnego. Ukaż swój język. Powyższe przekładnicze zostanie wywołane. Proszę poczekać.</p>	<p><b>Massachusetts Department of Public Health, July 2021</b></p>

# Examples: I Speak

**I Speak...**

**Please Call an Interpreter**

Interpreter Services

**I Speak**

The sign features a world map with text in various languages: "Tôi nói tiếng Việt", "Je parle Français", "I speak English", "Hablo Español", "Я говорю на русском", "Eu falo Português", "N ta papia Kabuverdianu", "أنا أتكلم العربية", "I speak ASL", and "Mwen pale kreyol aisyen". It also includes a small globe icon.

Name: \_\_\_\_\_

DOB: \_\_\_\_\_

MR#: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Insert Patient Sticker here if available

**STANDARD PRECAUTIONS**

**WEAR GLOVES**  
When touching blood, body fluids and contaminated items

**HAND HYGIENE**  
Wash/Disinfectate hands before and after contact with patient and environment before and after using gloves

**WEAR MASK & EYE PROTECTION**  
When procedures are likely to generate splashes

**BE CAUTIOUS**  
When handling and disposing of used sharp instruments and needles

**WEAR GOWN**  
When procedures are likely to generate splashes

All items contaminated with blood or body fluid are to be disposed of in the red bag biohazard waste system

**Interpreter**

# Notice of Availability of Auxiliary Aids

## COMMUNICATION AND ACCESSIBILITY SERVICES



**SIGN LANGUAGE AND ORAL INTERPRETERS, TTY'S AND OTHER AUXILIARY AID SERVICES ARE AVAILABLE FREE OF CHARGE UPON REQUEST**

אנו מציעים שירותי תרגום ופיתוח תקשורת חופשיים ללא עלות על בסיס בקשה. שירותי תרגום ופיתוח תקשורת חופשיים ללא עלות על בסיס בקשה. שירותי תרגום ופיתוח תקשורת חופשיים ללא עלות על בסיס בקשה. שירותי תרגום ופיתוח תקשורת חופשיים ללא עלות על בסיס בקשה.

# Language ID Poster and Disability Accommodations

## Language Identification Poster

<b>Unë flas Shqip</b>	Albanian	NA YIA HAUSA	Hausa
אִמְרָתִי: אִתְּ-אֱלֹהִים	Amharic	אני דובר עברית	Hebrew
أنا أتكم اللغة العربية	Arabic	मैं हिन्दी बोलता हूँ	Hindi
Ես Հայերէն կը խօսիմ	Armenian	Beszélek Magyarul	Hungarian
Мен азербайжан дилинде данышырам	Azeri	Anam asu igbo	Ibo
আমি বাংলা ভাষায় কথা বলি	Bengali	Saya bicara bahasa	Indonesian
Govorim bosanski/hrvatski	Bosnian/Croatian	Parlo Italiano	Italian
Аз говоря български	Bulgarian	Nvuga ikinyarwanda	Kinyarwanda
ကျွန်ုပ် ခြန်မာလိုတတ်ပါသည်။	Burmese	나는 한국말을 합니다	Korean
我說粵語	Cantonese	من به کوردی قسه نه که م	Kurdish
N ta papia-criollo cabo-verdiano	C.V. Creole	Es runāju latviski	Latvian
Mluvím česky	Czech	Na lobaka Lingala	Lingala
I speak English	English	Aš kalbu lietuviškai	Lithuanian
Ma räägin Eesti keelt	Estonian	Јас зборувам македонски	Macedonian
من فارسی حرف میزنم	Farsi	Saya bicara bahasa Malay	Malay
Je parle français	French	我说汉语	Mandarin
მე ვლაპარაკობ ზებრთულად	Georgian	मी मराठी बोलतो	Marathi
Ich spreche Deutsch	German	Би Монгол хэлээр ярьдаг	Mongolian
Μιλώ Ελληνικά	Greek	म नेपाली बोल्छु	Nepali
હું ગુજરાતી બોલું છું	Gujerati	Mówię po polsku	Polish
Mwen pale kreylòl ayisyen	Haitian Creole	Falo Portugues	Portuguese
		ମିଁ ਪੰਜਾਬੀ ਬੋਲਦਾ ਹਾਂ	Punjabi
		زه پښتو خبري کولای شم	Pushto
		Vorbesc limba română	Romanian
		Я говорю по-русски	Russian
		Ja говорим српски	Serbian
		Ndino taura Shona	Shona
		මම සිංහල භාෂාව කතාකරමි	Sinhalese
		Rozprávam po slovensky	Slovak
		Waxan ku hadlaa af Soomaali	Somali
		Hablo español	Spanish
		Ninasema Kiswahili	Swahili
		Marunong ako magsalita ng Tagalog	Tagalog
		நான் பேசும் மொழி தமிழ்	Tamil
		អង្គុល្លៃ	Thai
		ትግርኛ እነረብ እየ።	Tigrignia
		Türkçe konuşuyorum	Turkish
		Meka Twi	Twi
		Я розмовляю по-українськи	Ukranian
		میں اردو بول سکتا ہوں	Urdu
		Мен ўзбекча гапираман	Uzbek
		Chúng tôi nói tiếng Việt	Vietnamese

## American Sign Language

## Disability Accommodation Resources

**I am HARD OF HEARING**

- Right Ear
- Left Ear
- Both Ears

**I need (point to all that apply):**

- Amplification
- Captioning
- CART Provider
- Cued Speech
- FM System
- Face-to-face Lipreading
- Gestures
- Neck Loop
- No noise
- Nothing in your mouth
- Oral Transliterator
- Pictures to point at
- Pocket talker
- Sign language
- Slow speech
- Transliterator
- Visual-Gestural Communication
- Written words

**I am DEAF.**

**I need (point to all that apply):**

*Interpreters:*

- American Sign Language Interpreter
- PSE (Mix ASL and English) Interpreter
- SEE (Signed Exact English) Interpreter
- CDI (Certified Deaf Interpreter)
- CART Provider

*Secondary Communication:*

- Gestures
- Pictures to point at
- Written words

**I am (point below): \***

- DEAF-BLIND
- PARTIALLY BLIND
- LEGALLY BLIND

**I need (point to all that apply):**

*Interpreters:*

- American Sign Language Interpreter
- Tactile American Sign Language Interpreter

*Secondary Communication:*

- Braille
- Communication Book
- Fingerspelling
- Large print
- Face-to-face Lipreading
- Paper and pen
- TTY
- TDD

# Written Language Access Procedures

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# Requirements For A Written Language Access Procedure



A covered entity must implement **written** language access procedures in its health programs and activities **describing the covered entity's process** for providing language assistance services to individuals with limited English proficiency...

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**POLICIES AND PROCEDURES, GENERAL  
REQUIREMENTS, 45 CFR §92.8(a)**



# Requirements For A Written Language Access Procedure



A covered entity must take **reasonable steps** to provide meaningful access to each individual with limited English proficiency **(including companions with limited English proficiency)** eligible to be served or likely to be directly affected by its health programs and activities.

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**MEANINGFUL ACCESS FOR INDIVIDUALS  
WITH LIMITED ENGLISH PROFICIENCY,  
GENERAL REQUIREMENTS, 45 CFR §92.201(a)**

# Written Language Access Procedure Requirements

- **Coordinator Information:** Section § 1557 contact details.
- **LEP Identification:** Process for employees to identify Limited English Proficiency (LEP) individuals.
- **Language Services:** Steps to obtain qualified interpreters and translators.
- **Bilingual Staff:** Maintain a current list of qualified bilingual staff (QBS).
- **Translations:**
  - Access current electronic translations.
  - Maintain a list of all translated materials (electronic and printed) by language and translation date.
- **Auxiliary Aids:** Guidelines for requesting and utilizing services for individuals with disabilities.
- **By when:** No later than July 5, 2025

- **GENERAL REQUIREMENTS**  
(What to include in the policy)

- “REASONABLE STEPS”
- PROHIBITIONS

# Written Language Access Procedure Requirements

## What Must Be Provided?

- **Meaningful access** for individuals with Limited English Proficiency (LEP).
- **Reasonable steps**, including:
  - Provision of **interpreters** or **written translations**.
  - Publishing **notices** about language assistance availability in the **top languages** of the state.
  - Offering **qualified interpreters**:
    - **Free of charge**.
    - **Timely** to ensure effective communication.

- **GENERAL REQUIREMENTS**  
(What to include in the policy)

- **“REASONABLE STEPS”**

- **PROHIBITIONS**

# Written Language Access Procedure Requirements

- **Do not require** individuals to provide their own interpreter.
- **No reliance on:**
  - **Minor children** as interpreters, except in life-threatening emergencies when no qualified interpreter is available.
  - **Preferred interpreters** when there are concerns about competency or confidentiality.
  - **Adult family/friends**, unless:
    - The individual **refuses** an interpreter.
    - Providers determine the family/friend **cannot interpret adequately**.
  - **Unqualified bilingual or multilingual staff/providers.**
  - **Low-quality video remote interpreting services.**

- **GENERAL REQUIREMENTS**  
(What to include in the policy)
- **“REASONABLE STEPS”**

- **PROHIBITIONS**

# Interpreter vs. Translator vs. Bilingual Clinical Staff

Qualifications	Qualified Bilingual/ Multilingual Staff	Qualified Interpreters for LEP individuals	Qualified Interpreters for Individuals w/Disabilities	Qualified Translator
Demonstrated proficiency in speaking, understanding and communicating in English and at least one other language	X	X	X	X
Able to communicate effectively, accurately and impartially, both receptively and expressively, using any necessary specialized vocabulary, terminology and phraseology	X	X	X	X
Adheres to generally accepted interpreter ethics principles, including client confidentiality		X	X	X

# “Qualified Bilingual Staff” Definition Change

## Bilingual or Multilingual staff/providers:

An individual who is a member of the covered entity’s workforce who is designated to provide in-language oral assistance as part of their current assigned job responsibilities



## A Bilingual or Multilingual staff/provider who has demonstrated to the covered entity:

1. Proficient in speaking and understanding both spoken English and at least on other spoken language, including any necessary specialized vocabulary, terminology and phraseology
2. Able to effectively, accurately, and impartially communicate directly with LEP individuals in their preferred language

\*These skills require some form of testing or credentialing



## Utilizing an outside vendor for language assessments

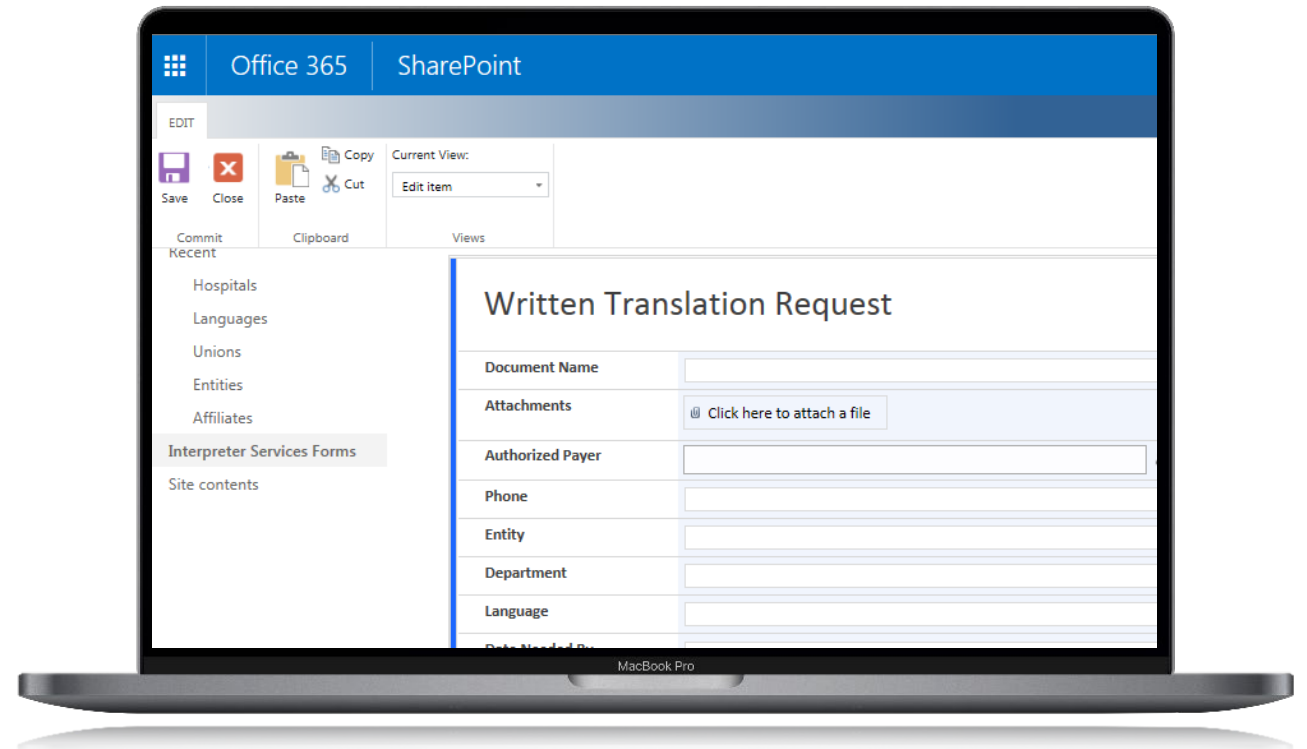
- Objective in passing or failing candidates
- Validity of test
- Legally defensible
- Cost efficient
- Language availability
- No repercussions
- Meets legal and regulatory compliance

# Translated Materials

## Must have repository of all translated material

- Date translation Issued and language identified
- Current list of ALL written translated material
- Work with your vendor to create a translation portal that staff can access

**How do we handle Discharge Instructions?**





# Provision of Auxiliary Aids and Services

## Communication Aids:

- Qualified interpreters
- Note takers, CART providers, written materials, exchange of notes, whiteboards.
- Screen reader software.

## Hearing Assistance:

- Hearing amplifiers, telephone amplifiers, assistive talking/listening devices.
- Hearing-aid compatible telephones, closed captioning, video phones.

## Telecommunication Solutions:

- Voice, text, and video-based communication products.
- Video-text displays or other methods for individuals who are deaf.



# Provision of Auxiliary Aids and Services (cont.)

## Visual Support:

- Visual cue cards with pictures.
- Magnification software, large-print materials, books on tape, and audio recordings.

## Low Vision Aids:

- Qualified readers, software readers, glasses, hearing aid batteries.

## Other Effective Methods:

- Materials and resources tailored for blind or low-vision individuals.



# Translated Cue Cards Available in 35 languages

- Source: <https://www.easternhealth.org>

**BASICS** SINGLE USE ONLY ONE PER PATIENT DISPOSABLE

YES / SI	NO / NO	UNSURE / NO ESTOY SEGURO	NO SMOKING / PROHIBIDO FUMAR
STOP / DETENERSE	CALL NURSE / LLAMAR A LA ENFERMERA	TOILET / BANO	HELP / AYUDA
MEALS AREA / AREA DE COMIDAS	THERAPY / TERAPIA	BED PAN / CHATA	BRUSH / CEPILLO
SHOWER / DUCHA	HOT DRINK / BEBIDA CALIENTE	COLD DRINK / BEBIDA FRIA	HUNGRY! TENGO HAMBRE
WATER / AGUA	TOOTH BRUSH / CEPILLO DE DIENTES	TELEVISION / TELEVISION	TELEPHONE / TELEFONO

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**Escala de Clasificación de Dolor**

0	1	2	3	4	5	6	7	8	9	10
Ningún dolor	Muy cómodo	Menos cómodo	Hay dolor, incómodo		Dolor fuerte		Dolor más fuerte posible			
No Duele	Duele Un Poco	Duele Un Poco Más	Duele Todavía Más	Duele Mucho	Duele Peor					

Wong-Baker FACES Pain Rating Scale. From Wong, D.L., Hockenberry-Eaton, M., Wilson, D., Winkelstein, M.L., Ahmann, E., DiVito-Thomas, P.A.: Whaley and Wong's Nursing Care of Infants and Children, ed. 6. St. Louis, 1999, p. 2040, Copyrighted by Mosby, Inc. Reprinted by permission.

**Spanish Version**

# Q & A



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# Resources

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- [Section 1557 Compliance Guide: AI & Decision Support Tools](#)
- [HHS OCR Guidance to Nondiscrimination in Telehealth](#)
- [SAMPLE: Written Language Access Procedures](#)
- [SAMPLE: Effective Communication Procedures \(For Individuals with Disabilities\)](#)
- [Notice of Availability of Language Access in 47 languages](#)
- [AMN Healthcare Language Proficiency Testing Booklet](#)
- [SAFE AI Task Force Guidance on AI and Interpreting Services](#)

## Coming Soon:

- Library of Pre-Formatted Notices of Availability of Language Services and Auxiliary Aids (Pre-Translated Into Top 15 Languages) for each State

# Post-Webinar Actions



## Get the Slide Deck & Resources

The slide deck and all linked resources **will be sent to your email early next week.**

(be sure to whitelist [@amnhealthcare.com](mailto:@amnhealthcare.com) or check your spam folders)



## Sign up for the Next Sec. 1557 Workshop (Jan 15)

Join us for our next session taking place at **11:00 AM CST on January 15<sup>th</sup>**. All registrants for this session will receive an invitation and registration link **via email late next week.**



## Get in Touch / schedule a consult

**Current clients** can reach out to their Client Account Manager

**Non-clients** can reach out to Moira Kelly at: [moira.kelly@amnhealthcare.com](mailto:moira.kelly@amnhealthcare.com)



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[www.AMNHealthcare.com/language-services](http://www.AMNHealthcare.com/language-services)