



Provider Language Assistance Guidance



Research shows that qualified Health Care Interpreters can:

- Reduce medical (and other) errors
- Enhance quality of care and service

• Improve patient and client satisfaction

- Enhance understanding of written communications

• Reduce costs

- Lower hospital readmissions rates

Equity and Civil Laws

According to the **Civil Rights Act – Title VI & ACA 1557, Oregon Administrative Rule (OAR) 410-141-3515(12)(d), and the ADA**, Providers, CCOs, and DCOs must ensure all services preserve meaningful language access.

Reporting

Report language services that are provided by Qualified or Certified HCIs by using:

- **HCPCS Code T1013** or **CDT Code D9990** for dental visits

CLAS Standards

- Provide effective and equitable quality care and services that are responsive to cultural health beliefs and practices, preferred languages, health literacy, and other communication needs.
- Promote and sustain CLAS with a diverse leadership and workforce that are trained in culturally and linguistically appropriate policies.
- Inform and offer language assistance to individuals with limited English proficiency at no cost, and ensure the competence of those providing language assistance.
- Establish and integrate CLAS throughout an organization and conduct regular assessments and community health assets and needs.

Working with a Health Care Interpreter (HCI)

Before a Session:

Providers should consider and plan a few things before meeting with a patient (client).

- Determine in advance if an interpreter is needed
- Determine if topic discussed is extremely technical or involves potentially emotionally-charged information
- Provide interpreters with as much information as possible in advance

During a Session:

Keep in mind to:

- Speak to the other party and not the interpreter
- Maintain eye contact when possible
- Allow the HCI to complete interpreting before continuing
- Refrain from having side conversations as the HCI's role is to interpret that

The following vendor uses Certified and Qualified Health Care Interpreters (HCIs) and provide onsite interpreting (Consecutive and Simultaneous), telephonic, video, and translation services.

Provide day and time, YCCO member ID, language need, and any background information.

Passport to Languages

Please try to schedule in advance

On-demand video available



503-297-2707, (800-297-2707)
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<https://www.passporttolanguages.com/>

Have additional questions? Contact: providerrelations@yamhillcco.org or call 971-261-1907