



Member
Language Access
Toolkit

2022





Introduction

Being able to talk to your doctor in your language is important.

This toolkit will let you know:

- your legal rights and,
- what language services you can get as a YCCO member.

You can get this document in other languages, large print, braille, or a format you prefer. You can also ask for an interpreter free of charge. Please call us Monday through Friday, 8am to 5pm at (855) 722-8205 or TTY: 711.

Table of Contents

IMPORTANCE OF LANGUAGE ACCESS 1

Who is Impacted?

Different Accommodations

MEMBER RIGHTS 2

Health Equity and Civil Laws

I Speak Cards

Telehealth Appointments

BEING A HEALTH CARE ADVOCATE 4

FEEDBACK AND GRIEVANCES 5

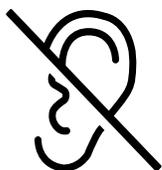
Importance of Language Access

Who is impacted by language access limitations?

People who...



Speak limited English



Have hearing loss

Have little to no hearing



Impaired or limited field of vision



Have limited capacity to get, talk, and understand health information and services

Poor communication with your health care provider can delay treatment, create problems getting the right information, and negatively change your relationship with your doctor.

What are the different accommodations?

A **Health Care Interpreter** helps:

- communicate between people who speak different languages.
- translate written documents into spoken or sign language.



A **Traditional Health Worker** helps members:

- find resources that meet their needs.
- achieve better health in a lot of ways.

Often Traditional Health Workers speak a language other than English.

As a YCCO member, all these services are completely free to you.

Customer Service: 855-722-8205 or TTY: 711, Available Mon. to Fri. 8am - 5pm
Or email appeals@yamhillcco.org

Member Rights

Health Equity and Civil Laws

These acts protect your rights:

- Civil Rights Act
- Affordable Care Act
- The Americans with Disabilities Act

Health services cannot discriminate against you and must offer language services and accommodations.

As an YCCO Member on OHP, you have the right to:

- Certified or qualified **health care interpreters**
- **Written information** in the language and format you prefer
- **Services and supports** that meet your cultural needs, are in your language, and are easy to understand.
- **Information** on YCCO providers, their location, telephone number, languages they speak, and if they are accepting new patients in the YCCO Provider Directory
 - Visit <https://yamhillcco.org/members/find-a-provider/> or check out our website.
- **Help with your OHP.** You can get help with how to find out about and use community and social support services and statewide resources.
- Help with or process info about **complaints, appeals and hearings, and how to file.**

Call Customer Service for help, they can send you paper copies of the directory or give you provider info over the phone.

YCCO gives free help such as:



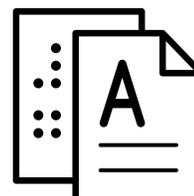
Sign
Language



Spoken language
interpreters



Materials in
other languages



Braille, large print,
audio, and other formats

If you need any of these services or another format, call Customer Service. We can mail you a copy that has a list of providers in your zip code and/or the specialty service of your choice!

I am Deaf, Deaf-Blind or Hard of Hearing

I need effective communication and accommodation services:

- American Sign Language (ASL) Interpreter
- Deaf Interpreter for DeafBlind and Deaf with additional barriers
- Communication Access Realtime Translation (CART)
- Assistive Listening Devices (ALDs)
- Other: _____

Please note this language in my permanent records.

I Speak Cards

I Speak cards show what language a person speaks. You can print and carry your own card to show to providers.

OHA has business sized “I Speak” card that can fit in your wallet. You can print I Speak cards at <https://www.oregon.gov/oha/OEI/Pages/HCI-Resources-Events-Policy-Laws.aspx>.

Do you need an interpreter?

If you need an **interpreter** at your health care visit, let the clinic staff know as soon as possible so they can make sure you have one.

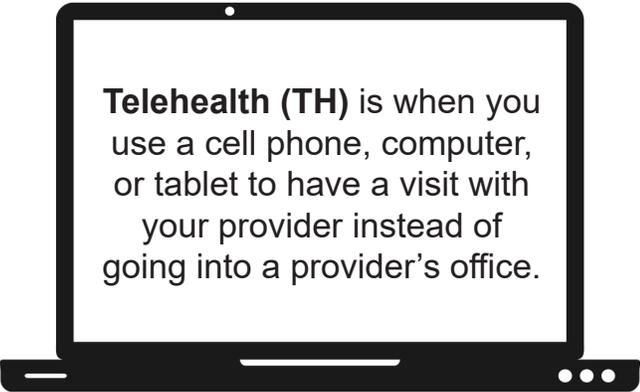
You can also ask for one at other services such as tests, screenings, physical therapy, or counseling.

DID YOU KNOW?

Oregon rules require **pharmacies** to offer you interpretation and you have the right to have your **prescription labels and inserts** in your language!



Telehealth Appointments



Telehealth (TH) is when you use a cell phone, computer, or tablet to have a visit with your provider instead of going into a provider’s office.

YCCO covers TH visits for physical, behavioral, and dental health. Not all visits can be done this way so check with your provider when scheduling.

You can use language services for these visits. Members that are Deaf or hard of hearing can get help for a TH visit. If you have questions about using these services for a TH visit, call your provider’s office or Customer Service.

5 Ways to be an Effective Healthcare Advocate

You or someone you trust should advocate for your health needs. This is important to make sure you are receiving the best treatment and being well informed through the whole process.

A health advocate can be anyone that you trust, is calm, organized, and can comfortably ask questions. A THW can often go with you to medical visits as well.

1 Do Research

- Read the **YCCO member handbook** and any other information on other health plans to understand your insurance benefits
- Learn more about the illness and treatment options.
 - Use trusted sources like [Mayoclinic.org](https://www.mayoclinic.org)

2 Ask Questions

- It is your providers job to make sure you understand your care. Repeat back to them what they've told you or ask for clarity.
- Questions you can ask before making a health decision:
 1. What are the benefits?
 2. What are the risks?
 3. What can happen if we wait?
 4. What are all the options?

3 Keep Records

- It is important to keep copies of any bills or treatments
- If you receive a bill, do not pay it, call Customer Service first at **1-855-722-8205** TTY 711

4 Accept Support

- As a patient, you do not have to manage everything yourself
- It is helpful to have someone who can ask questions or take notes
- If you have a language need or disability, your advocate can help

5 Take time and space to process

- Take the time to discuss your notes or your questions before reaching out to your provider
- You may come up with more questions after talking to someone

Feedback and Grievances

How can I give feedback or report an interpreter or provider?

Anyone can file a complaint against a health care interpreter (HCI). This can be done in writing, verbally, or other format that gives enough information.

We want you to tell us! We will try to make things better.

1. You can file a complaint orally or in writing. Call Customer Service or send us a letter to the address below:
2. If you want to put your complaint in writing you can mail, email or fax us a letter.

Mail: Yamhill Community Care

Attn: Grievance Coordinator

P.O. Box 4158

Portland, OR 97208

You can also use the OHP form here:
<https://sharedsystems.dhsoha.state.or.us/DHSForms/Served/he3001.pdf>

Fax: 503-574-8757

Email: appeals@yamhillcco.org

You may have personal info in your email. Put “secure” in the subject line, so your information is protected.

How can I get involved with YCCO?

The Community Advisory Council (CAC) is a way to give feedback, make your opinions heard and share your experiences. You can have a direct impact in how healthcare is shaped in our community.

Call 503-376-7428 or email cacouncil@yamhillcco.org to learn more.