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History

This set of tools was created several years ago when some of the agencies we work with realized they were not in compliance with the federal regulations governing language assistance.

Basically, if you are receiving federal healthcare dollars, you have some obligations to assist those clients who do not speak English well enough to participate in their own healthcare. The root problem is how to best care for clients who may not understand your questions or may not understand your instructions. However, beyond the quality of care, there are federal mandates that require you to provide language assistance.

One of the requirements is the need to identify what language the client chooses to use. You must, generally, work with them in that language. You may not require or even suggest they bring a family member or friend to translate.

A common barrier to using the required tools is cost. If a single agency had to develop the tools, between professional translations and specialized type-setting, it can cost thousands of dollars.

When we started researching the topics, it became evident that the rules are pretty clear, but the tools are not easy to find. We put together a package to assist in ensuring compliance with these federal regulations. This includes:

- A 5 ½ x 8 ½ three-ring binder with laminated pages including 18 common languages. Each page includes some common phrases in both English and the foreign language.
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- Appointment cards. Sometimes translating their name into something that will fit in our databases means they don't know what name was used. This can make it difficult to find their record when they return. The 3 x 5 cards include their name, their name as it was entered into the computer, and when and where they are to return for their next appointment.
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- Wall posters announcing your willingness to help with language issues.
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- A short CD based computer training module on the key points staff need to know. This includes a short quiz that reinforces the main points and provides documentation they have received the training.

We share them with other healthcare providers at a minimal fee to cover reproduction costs.

Limited English Proficiency – Language Identification

По-русски - Russian

Пожалуйста, укажите Ваш язык.

Please point to your language.

Я говорю по-русски.

I speak Russian.

Добро пожаловать!

Welcome!

Вы имеете право на помощь устного переводчика.

You have a right to language interpretation assistance.

Услуги переводчика предоставляются бесплатно.

This service will be provided at no cost to you.

Устного переводчика вызовут.

An interpreter will be called.

Rev 2002-05-07

“I speak” notebook page, - Front of page

English Proficiency – Language Identification

Я знаю, что Вам нужен устный переводчик, говорящий по-русски. Пожалуйста, подождите, и я постараюсь вызвать переводчика.

I know that you need an interpreter who speaks Russian. While I try to reach an interpreter.

“I speak” notebook – Back of page

These materials were created to help address the objectives of the Limited English Proficiency standards. They do not, in and of themselves, create a complaint program. While every effort has been made to assure accurate translation and typesetting, errors in either are still possible. The responsibility for appropriate use of these materials rests with the agency using them. This project was undertaken as a community service project and is not our only responsibility in the case of translation or typesetting errors is replacement of the incorrect materials.

If you notice an error in wording or translation, if you would like to see another language listed, or if you have other suggestions, please let us know – DaleKHowe@aol.com

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Appointment Card - Front

Ich spreche Deutsch.	I speak German.
Mein Name ist My Name is:	Name, wie er in unserer Patientenakte erscheint: Name as entered in our medical records: <small>Rev 2002-05-07</small>
Meine Patientenaktenummer ist: My medical record number is:	Telefonnummer: Phone number:
Kontaktinformationen: Contact information:	

Appointment Card - Back

Stelle, die diese Karte ausgestellt hat: Agency providing this card:	
Ihr Termin ist um: Your appointment is at	
Uhrzeit Time:	Datum: Date:
Willkommen! Sie haben das Recht auf einen Dolmetschdienst. Wenn Sie einen Dolmetschdienst benötigen, wird Ihnen dieser kostenfrei zur Verfügung gestellt. Welcome! You have a right to language interpreter assistance. If you need language interpreter assistance, it will be provided at no cost to you.	

