



When a Patient Needs Language Assistance

...What Should I Do?

Revised January 2014

It is important that our members with limited English speaking skills receive high quality and timely language assistance that is free of charge and available 24 hours a day, 7 days a week. To support this requirement, Kaiser Permanente offers language assistance options, both face-to-face (in-person) and over-the-phone.

QUALIFIED BILINGUAL STAFF (QBS)

KP employees tested and trained to provide language assistance. Always try to obtain QBS as the first choice for interpretation.

- QBS Level 1 - Non-clinical situations that require basic conversational skills only
- QBS Level 2 - Situations that require intermediate to advanced conversational skills, including healthcare/medical terminology

For a current list of QBS names, locations, and levels, go to <https://epf.kp.org/wps/portal/hr/kpme/diversity> >> select "Qualified Bilingual Staff Listings" link under "Language and Translation Services"

OVER-THE-PHONE INTERPRETING (OPI)

Language Line

SPOKEN LANGUAGES ONLY

(800) 523-1786

Client ID Number= 201182

Note: To call a Deaf or hearing impaired member using a standard phone dial a voice relay operator from the **CA Relay Service** at: 1-866-461-4288 (English) or 1-866-288-1677 (Spanish) or dial 9 for outside line then 711

TRANSLATION VENDORS - Written Documents

For a list of approved translation vendors go to <https://epf.kp.org/wps/portal/hr/kpme/diversity> >select "Translation Services" link under "Language and Translation Services"

Or contact: Global Language Solutions at (949) 798-1400 x238, email Michael@globallanguages.com or Avantpage at (530) 750-2040 X 1 email luis@avantpage.com

CONTRACTED INTERPRETING VENDORS

CTS LanguageLink

SPOKEN LANGUAGES ONLY

(800) 535-7993

Interpreters Unlimited

BOTH SIGN & SPOKEN LANGUAGES

(800) 726-9891

VENDORS FOR SIGN LANGUAGE ONLY

Life Signs - New

(888) 930-7776

After Hours (800) 633-8883

Network Interpreter Services

(800) 284-1043

After Hours (800) 284-1043 x709

Deaf Community Services

(619) 398-2488

After Hours or Emergencies-Option 5

Accommodating Ideas

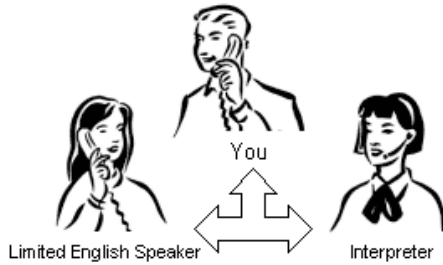
(800) 257-1783

For billing purposes, please provide to the contracted vendor the following for their services:

- Cost Center: Business Unit (Region/Entity), location Code, Department Code
- Interpreter Expense Code = 78615
- FDA Approver's NUID
- Requester's Name and Number
- Language Needed
- Patient's Information, such as MRN
- Special requests, i.e. 4th floor, etc.)

Note: FDA approvers should ensure their staff complete and sign the **Verification of Services form** provided by the contracted in person interpreters, which is later sent in with the invoice to verify services for payment.

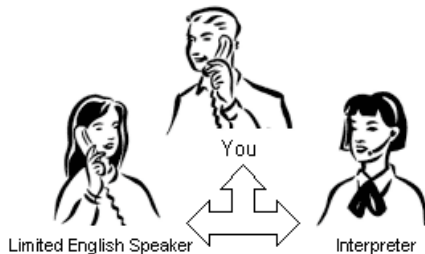
You Receive a Call from a Limited English Speaker



Please follow these steps:

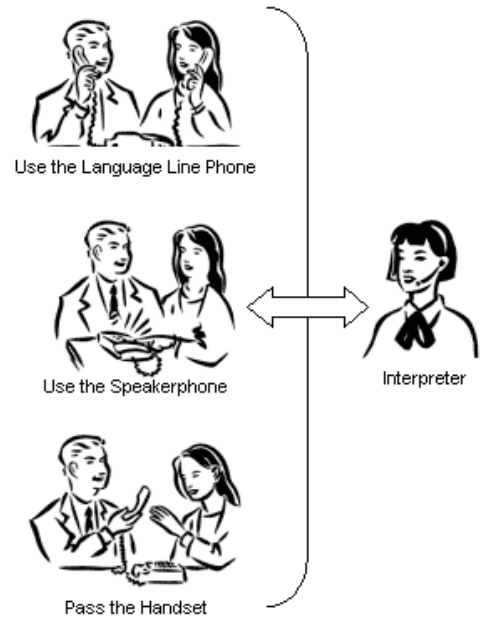
- (1) Place the limited English speaker on conference hold
- (2) Dial Line Services' toll-free number (800) 523-1786
- (3) Establish a conference call between you, the member/patient, and Language Line
- (4) Request the language your caller speaks through the interactive voice response (IVR) system
- (5) Enter the appropriate location and department code for your department (**ask your manager if you do not know the appropriate codes**).
- (6) When the interpreter is connected, explain the situation
- (7) Conference in your limited English speaking caller
- (8) Document interpreter use in the medical record

You Need to Make a Call to a Limited English Speaker



- Complete steps (2), (4), and (5) above
- When the interpreter is connected, call your limited English speaking patient **OR** ask the interpreter to place the call for you. **In some cases there is a charge if the interpreter places the call for you.**
- Document interpreter use in the medical record

You Are Face-to-Face With a Limited English Speaker



- Complete steps (2), (4) and (5)
- When the interpreter is connected, use the Language Line dual handset phone, cordless phones, or speakerphone
- Document interpreter use in the medical record

Additional Resources

For more information on the above vendors and/or training on how to work with an interpreter or need specific Diversity training contact: **Connie Zaragoza** at 619-641-2405, Tie Line 8-277-2405 connie.zaragoza@kp.org

Vendor Complaints or Issues

For complaints and/or issues regarding interpreter services, please contact Connie Zaragoza at 619-641-2405 or tie line 8-277-2405 or Regional Diversity at 626-405-6252 with the following details:

- Vendor Name
- Medical Center Area
- Date and time of Incident
- Interpreter Identification Number
- Client ID (Language Line only)
- Language Needed for Interpretation
- Complaint or Concern

Additionally, concerns regarding Language Line services can also be filled out at:

<http://www.language.com/page/voc/>



INTERPRETIVE SERVICES ATTESTATION

I have been informed of Interpretive Services available and have received information on resources for when a patient/member needs language assistance.

Signature

Printed Name

Date

Kaiser Permanente Medical Center

Rotation Program

Home Institution

Home Program