

Language Access Checklist

1. Assess Patient Language Needs

- ☐ Use community data (e.g., LEP.gov, Census, school districts) to identify common non-English languages in your service area
- ☐ Run reports from your EHR to identify preferred patient languages
- ☐ Maintain a current list of top languages spoken by your patient population

2. Secure Qualified Interpreters and Translators

- ☐ Contract with a language service provider or individual qualified interpreters and maintain a list of available approved/contracted resources
- ☐ Verify interpreters are fluent in both English and the target language and trained in medical terminology and confidentiality
- ☐ Document policies for interpreter use, including emergency protocols when interpreter services in the target language are not available

3. Translate Vital Written Documents

- ☐ Identify important documents (e.g., consent forms, discharge instructions, billing statements, required notices)
- ☐ Translate documents into the top non-English languages used by your patients
- ☐ Establish a process to translate materials on demand for less common languages

4. Train Staff on Language Assistance

- ☐ Update policies and procedures with language access protocols
- ☐ Train all front-line and clinical staff on how to access interpreters during and after business hours
- ☐ Educate staff that patients should not be asked to bring their own interpreter
- ☐ Ensure a qualified interpreter verifies with LEP patients privately if they choose to use a friend/family interpreter voluntarily

5. Provide and Distribute the “Notice of Availability”

- ☐ Prepare the Notice of Availability in English and the top 15 non-English languages in your state
- ☐ Post the notice visibly in your facility and on your website with your non-discrimination notice

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- ☐ Attach this notice to all important communications (e.g., consent forms, discharge instructions, billing statements, required notices)
- ☐ Alternatively, implement:
 - ☐ An annual opt-out process, or
 - ☐ A system to document each patient's preferred language and send communications accordingly

6. Review and Update Annually

- ☐ Reassess language needs and top languages at least once per year
- ☐ Evaluate adequacy and availability of language access resources
- ☐ Revise interpreter lists, document translations, and staff training as needed
- ☐ Conduct a compliance audit or review to identify any gaps

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