Adirondack Health Institute

Lead Empower Innovate

POLICY AND PROCEDURE

Title: Interpreter Services

Department: Health Home

Intended Population: Health Home Serving Adults and Children

Effective Date: 10/1/2018

Review Date: 7/1/2020; 7/1/2021; 11/1/2022;7/1/2023; 7/1/2024

DOH Standard: A4e

DOH Policy Number: HH0002

Purpose of Policy

To provide interpretation/translation services to AHI Health Home Participants who do not speak English as their primary language and who have a limited ability to read, write, speak, or understand English so that the client can participate in their care and communicate with their Health Home Service Providers.

Scope

1. This policy must be distributed to all AHI Health Home program staff and all subcontracting Health Home Service Providers. All recipients of this policy must acknowledge their receipt and understanding of the policy by referring any questions, problems, or compliance issues with the policy within ten days of the issue date to the AHI's Health Home Assistant Director.
2. All questions regarding this policy or its implementation may be directed to the Assistant Director, Health Home at AHI Health Home.

Statement of Policy

AHI shall develop, disseminate, and review at least annually an Interpreter Services Policy that addresses purpose, scope, roles and responsibilities, management commitment, coordination among organization entities, and compliance. AHI shall formalize documented procedures to facilitate the implementation of the Interpreter Services Policy.

POLICY AND PROCEDURE

Definitions

AHI HH: AHI Health Home, a designated lead Health Home by the New York State Department of Health

Bilingual: The ability to communicate effectively in a different language when communicating information directly in that language but may not be competent to interpret in and out of English. Likewise, they may not do written translation.

Care Management Record System: A structured information system, maintained by the Adirondack Health Institute Health Home (AHIHH), and made available for Health Home Service Providers and Health Home Network Partners to utilize, as applicable and appropriate to their role in the Health Home.

Competency: Demonstrated proficiency in English and the other language. The ability to use the appropriate mode of interpreting (consecutive, simultaneous, summarization) and knowledge in both languages of specialized terms or concepts such as medical terminology, names of body parts, symptoms and injuries.

Health Home Network Partners: The group of medical, behavioral, social services, and other community-based organizations by which a Health Home Participant receives services to address needs identified on the comprehensive care management plan developed by the Health Home Participant's AHI Health Home Services Provider.

Health Home Participant: A Health Home Candidate who is participating in the AHI Health Home and is assigned to an AHI Health Home Services Provider for care management.

Health Home Service Provider: An organization that has a fully executed contract (the "Health Home Services Provider Agreement") with the Adirondack Health Institute to provide health home outreach and/or care management services.

Interpretation (oral): Interpretation is the act of listening to something in one language (source language) and orally translating it into another language (target language).

L.E.P. (Limited English Proficiency): The inability to speak, read, write or understand the English language at a level that permits an individual to interact effectively with health care providers and social service agencies.

Translation (written): Translation is the replacement of written text from one language (source language) into an equivalent written text in another language (target language).

Adirondack Health Institute

Lead Empower Innovate

POLICY AND PROCEDURE

Background

The Interpreter Services Policy at AHI is intended to facilitate the effective implementation of the processes necessary to meet the Health Home Program standards and requirements as stipulated by the NYS DOH, federal regulations, and best practices. This policy directs that AHI meet these requirements.

POLICY

It is the policy of the Adirondack Health Institute Health Home (AHI HH) that for Health Home Participants for whom English is not the primary spoken language, telephonic interpreter services are always available. However, if it is discovered that you have a member for whom English is not the primary spoken language the CMA will need to reach out to the health Home (healthhome@ahihealth.org) immediately to see if there is a provider that can work with the member in their own language. The use of the telephonic interpreter service should only be used as a last resort with Health Home's prior approval. Under certain circumstances, it may not be possible to shift the referral to a different provider, at which time the use of the telephonic interpreter would be authorized by AHI HH.

PROCEDURE

1. A competent interpreter and translation shall be used whenever a language or communication barrier exists that indicates the Health Home Participant has Limited English Proficiency (L.E.P.).
2. Language Link is the designated interpretation service at AHI Health Home. Language Link has interpreters in multiple languages.
3. American Sign Language (ASL) services are available through Language Link's Video Remote Interpretation (VRI) platform. Access to the platform will be provided by the Health Home on an as needed basis.
4. The Language Link system can be accessed via any telephone through a toll-free number. Please see the Desk Guide "How to Access Over the Phone Interpretation Services" at the end of this policy.
5. The Language Link system will be used for all informed consents, unless the Health Home Participant has a bilingual licensed care provider who is able to interpret the program materials, including consent(s), adequately so that the patient completely understands the purpose and benefits of program enrollment, and the option to opt-out of the program if desired. It must be documented in the Care Management Record System that the bilingual provider interpreted informed consent to the Health Home Participant.
6. The Language Link system may be used during any care management activities with the Health Home Participant, whether telephonic or for face-to-face visits, provided confidentiality can be provided.
7. The Language Link system may also be utilized by the Health Home Service Providers in the enrollment and discharge process.

POLICY AND PROCEDURE

8. Bilingual employees or consented bilingual friends or family members may interpret for simple instruction and communication such as participation in community activities, adherence to previously developed treatment and care plans, appointment scheduling, etc.
9. Any time care is provided with the assistance of the Language Link system or a bilingual individual, it will be documented in the Care Management Record System under Progress Notes.

Contact Person: Health Home Assistant Director

Responsible Person: Health Home Service Provider

Reviewed By: Care Management and Health Home Director

Approved By: Chief Compliance Offcer

Adirondack Health Institute

Lead Empower Innovate

POLICY AND PROCEDURE

DESK GUIDE

How to Access Over the Phone Interpretation Services

Step 1: **Call 1 877-737-4999**

Step 2: Enter Account Number **22313**, followed by # sign

Step 3: Select 1 to be connected directly to your Spanish interpreter, *or*

Select 2 to be connected directly to your Russian Interpreter, *or*

Select 9 for all other languages

***If you require a 3rd party call, press 9 to reach a Customer Service Representative**

FAQs

What is a third-party call?

A third-party call is when you need Language Link to call the LEP client and then bridge the call together with you and the interpreter.

How do I make a third-party call with Language Link?

If you need a third-party call, **press 9** ***(even for Spanish)*** to reach a Customer Service Representative (CSR) and let the operator know you need a third-party call. Language Link will assist you with this at no additional charge. The Language Link interpreters are not able to make the third-party call directly.

I need another language other than the ones listed. How do I get my interpreter on the line?

Press 9 for other languages, let the Customer Service Representative know which language you require, and they will connect you. If the language is unknown, you may reference the "Point to your Language" visual for help with most requested languages or ask a representative for assistance.