PARTNERS FOR HEALING

Policies and Procedures

# Name of Policy: Assessing and Meeting the Needs of LEP (Limited English Proficiency) Patients

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**POLICY:** Partners for Healing seeks to provide a clinic milieu that makes each patient feel nurtured and cared for. Most individuals living in the United States read, write, speak, and understand English. There are many individuals, however, for whom English is not their primary language. Language for LEP individuals can be a barrier to accessing important benefits of services, understanding, and exercising important instructions, complying with applicable responsibilities, or understanding other information. Partners will strive to provide services that meet the needs of LEP patients and their families.

**PROCEDURE:**

1. Partners will conduct an ongoing assessment of the demographics of patients served by having every new patient complete a “Patient Information Form” when they have their first clinic appointment. This information will be used to provide adequate assistance to patients who have limited English Proficiency. In addition, when it is recognized that a patient cannot read or write, information will be presented in a format that they can understand.
2. Special needs be recorded in the scheduling system and in the patients’ records.
3. Type of LEP services will be determined by the encounter data, frequency of encounters per language, and the consequences of ineffectiveness of communication.
4. Communication modalities used will include bilingual staff, staff interpreters, telephone interpreters (SpokenHere), use of translated materials and patient family members or friends who are bilingual.