



## Totally Kids Rehabilitation Hospital

1720 Mountain View Ave.  
Loma Linda, CA 92354

<b>SUBJECT:</b> INTERPRETER SERVICES FOR LIMITED ENGLISH PROFICIENCY PERSONS	<b>POLICY:</b> 1003 - H
	<b>PAGE:</b> 1 OF: 1
<b>SECTION:</b> I – RIGHTS, & RESPONSIBILITIES (RI)	<b>EFFECTIVE:</b> 01/12/2017
<b>SUBSECTION:</b> RIGHTS, & RESPONSIBILITIES - GENERAL	<b>ORIGINATION:</b> 07/21/1995
<b>REVIEW/REVISION:</b> 04/27/2011, 06/14/2014, 11/10/2014, 01/12/2017	
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### **PURPOSE:**

To provide those with language or communication barriers an equal opportunity to benefit from hospital services and to provide information regarding certified translation services.

### **DEFINITION:**

Limited English Proficiency Person (LEP): A person, who cannot speak, read, write, or understand the English language at a level that permits them to interact effectively with health care providers.

### **POLICY:**

It is the policy of Totally Kids Rehabilitation Hospital (TKRH) to provide communication assistance services to LEP patients and their authorized representatives involving their medical conditions and treatment.

Language assistance will be provided through use of staff interpreters, contracts or formal arrangements with local organizations providing interpretation or translation services, or technology and telephone interpretation services.

Language assistance services will be provided, at no cost to patients.

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*Regulatory References: HHS 45 C.F.R., Part 84; AFL 15-27; Health & Safety Code 1259*

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### **SIGNATURES ON FILE:**

RFTC Approval Date: 12/28/2016

Governing Board Approval Date: 01/12/2017