



St Peter's Hospital

ST PETER'S HEALTH PARTNERS

Effective Communication with Limited English Proficient Customers

Effective communication is required by SPHP policy, federal and state laws and our regulatory bodies: Health and Human Service's Office of Civil Rights **Title VI, Section 504** of the Rehabilitation Act, **Americans with Disabilities Act**, Department of Justice's **Title III**, The Affordable Care Act's **Section 1557**, New York State's Department of Health **Title 10** and **Chapter 92**, and **The Joint Commission**.

1. Ask the patient and caregiver's preferred language to discuss health care
2. Access qualified Over the Phone Interpreters, Video Remote Interpreters, or In-Person On-Site Interpreters for all medical conversations. New Video Remote Interpreter (VRI) equipment from STRATUS was recently delivered to select units at St. Peter's Hospital for quick VRI access. American Sign Language and Spanish are available 24/7, with additional oral languages available for when an eyes-on interpreter would be helpful. On a unit that doesn't have the VRI equipment? Call us, we'll deliver one to you.
3. Document the ID# or first and last name of the Interpreter in patient notes
4. **Become a Qualified Bilingual Provider, or refrain from using any language other than English**

The SPHP Communication /Language Access program staff are available to provide support, contact: 518-525-6771, 518-525-6134, v/t 518-527-3781.