



St Peter's Hospital

ST PETER'S HEALTH PARTNERS

Effective Communication with Limited English Proficient Customers

Effective communication with our customers 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, Video Remote, or In-Person On-Site Interpreters for all medical conversations.
3. Document in patient notes the ID# or first and last name whenever you engaged in of the Interpreter.
4. If you are bilingual and want to use a language other than English, you must be screened to become a Qualified Bilingual Provider, or refrain from using any language other than English. Call the numbers below to schedule a convenient competency screening.

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