

Language Access Materials FAQ and Printing Instructions

Poster-

11x17:

<http://careoregon.org/docs/default-source/providers/provider-support/language-id-posters.pdf>

24x18 (sandwich board size):

<https://careoregon.org/docs/default-source/providers/provider-support/language-id-sandwich-board.pdf>

Notifies members of their right to receive free interpreter services and file grievances.

Post in public spaces:

- Waiting areas
- Hallways
- Reception areas

Language Identification Tool – 8.5x11:

<http://careoregon.org/docs/default-source/providers/provider-support/language-id-handouts.pdf>

Facilitates language identification for in-person encounters.

Keep in reception areas:

- Print and laminate as needed
- Place in tabletop display
- Upload to a tablet

OHA “I speak” cards – size of a credit card

<https://www.oregon.gov/oha/OEI/Pages/HCI-Resources-Events-Policy-Laws.aspx>

Provides members with a way to request interpretation services.

Keep in reception areas:

- Provide to members after identifying their language needs
- Available in 25 languages on the OHA website.

How to use these materials:

- Have the Language Identification Tool available to reference and determine the member's preferred language if they arrive in-person.
 - Have a laminated version at the front desk and a poster visible to members/patients as they enter the building and in waiting areas.
 - Provide an I-Speak Card in the member's preferred language. Be sure to have several ready in the languages of your patient population.
 - Request interpreter services from the appropriate vendor.
 - See this document for vendor contact information:
<http://careoregon.org/docs/default-source/providers/resources/hso-provider-language-handout.pdf>
 - If you are unable to identify the member's language, contact a vendor and let the customer service agent know that you need help identifying the language—they are often able to recognize different languages and dialects or can help you navigate the situation.
 - Once an interpreter is connected, encourage the member to carry the I Speak card in their wallet and use any time they need to communicate their language needs or to request interpretation services.
 - Record the preferred spoken language in the member's medical record. Be sure to document if they speak a dialect so the correct interpreter can be requested.
 - Example: Mandarin instead of Chinese; Maay Maay instead of Somali
 - Document that an interpreter was a part of the visit (or if one was declined).
 - Interpreters can usually provide an interpreter ID or number to be recorded.
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Printing Instructions:

You may choose to print these materials directly at your office:

- These materials are office-print friendly (no bleeds). However, due to size, you may want to send the poster out to a local print shop for copies.
- Orange logo color is PMS 151, please hold color as best as possible.
- Do not manipulate or remove anything on the file including the OHP number at the bottom.