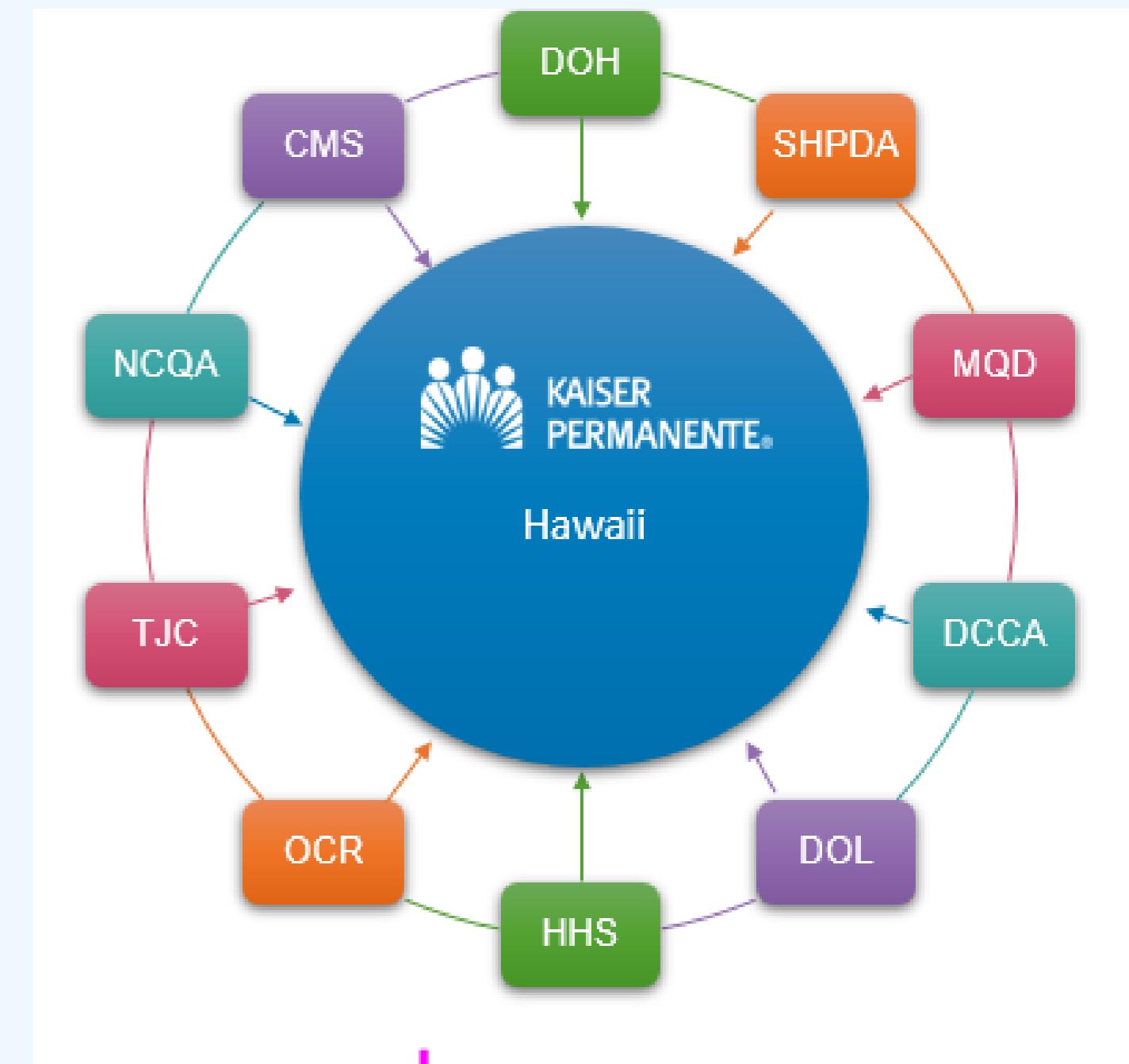


Providing Language Assistance

Compliance: Laws and Regulations

- Equal access: Kaiser Permanente (KP) provides equal access for health care services to all members and patients, including Limited English Proficient (LEP) individuals and Individuals with disabilities.
- Regulatory requirements: Health Plans, Hospitals, and Medical Groups are subject to a myriad of regulatory and accreditation requirements in the areas of nondiscrimination and language assistance.



Policies and Procedures

- To support the delivery of high-quality care and service to patients and to comply with federal and state regulations, KP has adopted a set of policies and procedures for its ADA and language assistance services.
 - [Providing Language Assistance 1600-128C](#)
 - [Equal Access to Facilities, Services, and Programs NATL.HPHO.008](#)
 - [Nondiscrimination in the Provision of Healthcare NATL.HPHO.007](#)
- All policies are published in the [KP Policy Library](#)

Interpreter Services

Language assistance guidelines

- Language services are available during all hours of operation at no charge to the patient.
- KP staff members and providers must adhere to these guidelines at all administrative and clinical points of contact.
- Please refer to the [Providing Language Assistance 1600-128C](#) policy.

Once the need for an interpreter is determined, please follow these steps:

Step 1

Verify the preferred language



Always verify the patient's preferred language including sign language, by checking the system of record first.

It is also okay to ASK in a respectful and responsive manner, if the patient has a language preference.

Step 2

Offer language assistance services to the patient



If the patient has a preferred language other than English, has communicated the need for an interpreter, or demonstrates a need for a spoken or sign language interpreter, then offer the services to the patient.

Step 3

Avoid the use of friends, family members or minors



Use of friends or family members is discouraged.

Patients may not be asked to bring their own interpreter.

Minor children cannot be used as interpreters except in extraordinary situations, for example, a medical emergency where any delay could result in harm to a patient and only until a qualified interpreter is available.

Step 4

Document the patient's preferences



Document in KP HealthConnect the use or refusal of language assistance including a patient's preferred written and spoken languages, and the need for an interpreter.

To obtain an interpreter, refer to the Interpreter Services Guidelines



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When accessing language assistance services, the following order should be used*:

Spoken Language

1. Contracted Phone Interpreter
2. Contracted Video Interpreter
3. Contracted In-Person Interpreter

American Sign Language

1. Contracted Video Interpreter
2. Contracted In-person Interpreter

*Unless patient specifies otherwise



Interpreter Services

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Resources

Southern California and Hawai'i

Regional Equity, Inclusion & Diversity:

Email: Equity-Inclusion-Diversity-SCAL-HI-Rgnl@kp.org

Website: [SCal Equity, Inclusion, and Diversity](#)

SharePoint: [SCAL & HI EID – Home](#)

[Hawai'i Interpreter Services Guidelines](#)

[Video Visits Training and Job Aids | Rise 360](#)

[Hawai'i State Laws](#)

[Hawai'i Policies & Procedures](#)

Kaiser Permanente

One Compliance: [One Compliance](#)

KP Translation Services:

Email: Translation.Services@kp.org

Website: [Translation Services – Home](#)

KP Community Based Referral:

[Find Community Resources | Kaiser Permanente](#)

[California Laws and Regulations](#)

[California Statewide Policies and Procedures](#)

[U.S. Department of Health & Human Services](#)

[Auxiliary Aids & Services Playbook](#)