Clinical Policy

INTERPRETERS/LANGUAGE ACCESS FOR PERSONS WHO ARE LIMITED ENGLISH PROFICIENT (LEP), DEAF OR HARD OF HEARING

<table>
<thead>
<tr>
<th>Title</th>
<th>Interpreters/Language Access for Persons Who are Limited English Proficient (LEP), Deaf or Hard of Hearing</th>
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</thead>
<tbody>
<tr>
<td>Policy Owner and Contact Information</td>
<td>Interpreter Services – Mandy Reynolds (860) 679-2289</td>
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<tr>
<td>Campus Applicability</td>
<td>UConn Ambulatory Services, John Dempsey Hospital</td>
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<tr>
<td>Applies to</td>
<td>All UConn Health staff</td>
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<tr>
<td>Effective Date</td>
<td>December 5, 2018</td>
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PURPOSE:
To ensure that Limited English Proficient (LEP), deaf or hard of hearing persons have equal access to all services of UConn Health through effective communication and collaboration.

DEFINITIONS:

POLICY STATEMENT:
All LEP, deaf and hard of hearing patients and their companions will be advised of their right to have qualified medical interpreters provided in their preferred language, at no cost to them. This is to maintain compliance with state and federal legislation and accrediting agency guidelines pertaining to interpreter services.

PROCEDURES/FORMS:
Limited English Proficient (LEP) Communication Access Procedure
Deaf and Hard of Hearing Communication Access Procedure

REFERENCES:
• 45 CFR § 92 Nondiscrimination in Health Programs and Activities
• Presidential Executive Order 13166
• Americans with Disabilities Act
• Affordable Care Act of 2010 section 1557
• Section 504 of the Rehabilitation Act of 1973
• CT statute Sec.19a-490i
• CT statute Sec.46a-33a
• National Standards for Culturally and Linguistically Appropriate Services in Healthcare
• The Joint Commission Standards:
  PC – Provision of Care, Treatment and Services
  RI – Rights and Responsibilities of the Individual
  HR – Human Resources
RELATED POLICIES:
2015-03 Informed Consent, Clinical-Obtaining and Documenting [link]

ENFORCEMENT:
Violations of this policy or associated procedures may result in appropriate disciplinary measures in accordance with University By-Laws, General Rules of Conduct for All University Employees, applicable collective bargaining agreements, the University of Connecticut Student Code, other applicable University Policies, or as outlined in any procedures document related to this policy.

APPROVALS:

Andrew Agwunobi, MD 12/17/2019
Andrew Agwunobi, MD
UConn Health Chief Executive Officer

Anne Horbatuck, RN, BSN, MBA 12/12/2019
Anne Horbatuck, RN, BSN, MBA
Clinical Policy Committee Co-Chair

Scott Allen, MD 12/16/2019
Scott Allen, MD
Clinical Policy Committee Co-Chair

Caryl Ryan, MS, BSN, RN 12/16/2019
Caryl Ryan, MS, BSN, RN
Chief Nursing Officer

POLICY HISTORY:

New Policy Approved: 12/5/18
Revisions:
Reviewed: 11/6/19

Replaces Policies:
• 2016-04 Effective Communication with Individuals Who are Deaf or Hard of Hearing (effective 8/9/16, revised 3/15/17)
• 2017-06 Interpreters/Linguistic Access for Persons with Limited English Proficiency (effective 7/11/17)