

LAC+USC Healthcare Network

Interpreter Services -Key Points

- Postings of notices informing patients and their families of the availability of interpreter services.
- All Limited English Proficient patients have the right to free interpreter services.
- An interpreter (staff receiving a bilingual bonus) is asked to provide interpreter assistance.
- If an interpreter is not available from that unit, the clinic supervisor or manager r can request an interpreter from another unit the Bilingual Bonus list or other interpreter lists.
- If an interpreter cannot be reached, the clinic manager or the local LEP Administrator calls the hospital operator or nursing desk for locator assistance that might include over-head paging.
- If an appropriate interpreter is not available, then the Hospital operator arranges for the telephone interpreter services, currently Language Line.
- It is against County policy and Federal Guidelines to use minors for interpreters.
- It is our responsibility to provide free interpreter services, not the patient's.