



KNOW YOUR PATIENT'S LANGUAGE ACCESS RIGHTS

YOUR FACILITY IS REQUIRED TO PROVIDE LANGUAGE SERVICES TO YOUR PATIENT!

- Yes!
- When your patient has difficulty communicating with you in English, you must provide a qualified interpreter.
- There are federal and state laws that require **hospitals, clinics, nursing homes and health departments** to provide language interpretation services at no costs to the patient.

WHAT DOES THIS MEAN TO YOU?

- Any facility receiving federal money must provide **FREE** interpretation services.
- The patient should not need to bring his/her own interpreter, unless the patient insists on having a friend or family member to interpret. Minors should never be used to interpret for the patient.
- A qualified interpreter, either in person or by telephone/video conference, should be available to interpret medical terminology into the patient's primary language. It is highly recommended that all the interpreters receive training.
- The facility should develop a Language Assistant Plan.

IF YOU NEED MORE INFORMATION, PLEASE CONTACT ANY OF THE FOLLOWING RESOURCES:

- **Arizona Alliance for Community Health Centers**
1-602-288-7569, <http://www.aachc.org>
- **Asian Pacific Community in Action**
1-602-265-4598, <http://www.apcaaz.org>
- **Maricopa Integrated Health System**
1-602-344-5011, <http://www.mihs.org/>
- **Mountain Park Health Center**
1-602-323-3242, <http://www.mountainparkhealth.org/>
- **Arizona Department of Health Services, Arizona Health Disparities Center**
1-602-542-1219, <http://www.azminorityhealth.gov>
- **U.S. Department of Health and Human Services (DHHS), Office for Civil Rights**
1-800-368-1019, <http://www.hhs.gov/ocr/office/index.html>
- **U.S. Department of Justice**
1-202-514-2000, <http://www.justice.gov/crt/>
- **DHHS, Region IX Office for Civil Rights**
1-415-437-8310

Content is adopted from Asian Pacific Community in Action's "Know Your Rights" program. This is a project of the Arizona Health Alliance for Language Access Rights (AHALAR), a group of professionals devoted to creating and sustaining a welcoming environment that embraces Language Access Services (LAS) in Arizona.

