

COMMUNICATING WITH PERSONS OF LIMITED ENGLISH PROFICIENCY POLICY

PEDIATRIC CLINIC LLC

PROCEDURE FOR COMMUNICATING WITH PERSONS

OF LIMITED ENGLISH PROFICIENCY (Effective October 16, 2016)

It is the policy of PEDIATRIC CLINIC LLC to provide communication aids (at no cost to the person being served) to Limited English Proficient (LEP) persons, including current and prospective patients, clients, family members, interested persons, et.al., to ensure them a meaningful opportunity to apply for, receive or participate in, or benefit from the services offered.

The procedures outlined below will reasonably ensure that information about services, benefits, consent forms, waiver of rights, financial obligations, etc., is communicated to LEP persons in a language which they understand. Also, they will provide for an effective exchange of information between staff/employees and patients and/or families are being provided.

PEDIATRIC CLINIC LLC has a relationship with:

Language Line Services

1 Lower Ragsdale Drive, Building 2,

Monterey CA, 93940 USA

Phone: (800) 752-6096

Email: CustomerCare@languageline.com

In order to ensure effective communication and to protect the confidentiality of patient information and privacy, the patient is informed of these services by posted notice at offices of Pediatric Clinic LLC, 2401 Village Professional Dr S, Opelika, AL 36801 and 760 E Glenn Ave, Auburn, AL 36830. These services of a qualified interpreter are available at no additional cost to patients. Our Nurse Managers keep a listing of any current bilingual (English/Spanish) staff members, and all nurses and physicians are trained by one of the Nurse Managers to use our on-demand video remote service with Language Line via dedicated iPad devices installed with needed remote software application. Telephone interpretation is necessary for some languages. Advance notice is not necessary.

Pediatric Clinic LLC

2401 Village Professional Dr S
Opelika, AL 36801

Phone 334.749.8121

Fax 334.749.6166

Policy Effective Date 10/16/2016

Pediatric Clinic LLC

760 E Glenn Ave
Auburn, AL 36830