

Methodist Healthcare Language Services

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REGULATORY LANDSCAPE

Title VI

- Meaningful Access
- Four Factors of Analysis
- Consequences for Not Adhering to Title VI

CLAS

- Ensures that all people receive equitable and effective treatment in a culturally and linguistically appropriate manner
- Standards 4-7 are mandatory

Joint Commission

- Addresses communication along the continuum of care
- Data Collection
- Accommodate cultural and personal beliefs
- Standards in field review for approval – surveys begin in 2011

Interpretation Services at Methodist Healthcare



- 24 hour access to over 230 languages, including American Sign Language
- Interpretation Live-Onsite, by phone or video
- Connection to an interpreter within 15 seconds
- Eliminates wait time and accelerates patient encounter
- First and only hospitals in Southern U.S. with such advance interpretation services

Now available in your unit!

Interpretation Services at Methodist Healthcare

- Outcomes
 - Patient Safety
 - Employee, Patient, Physician, and Community Satisfaction
 - Eliminate Cultural/ Language Barriers and Health Care Disparities
 - Potential improvement diagnosis/prevention
 - Meet JC, CLAS, HCAHPS standards
 - Good Corporate Citizen





IF YOU NEED AN INTERPRETER, PLEASE POINT TO YOUR LANGUAGE

<p>Albanian: Shqip Nëse keni nevojë për përkthyes, tregoni gjuhën tuaj.</p> <p>Bosnian: Bosanski Ako vam je potreban prevodilac, označite vas jezik.</p> <p>Croatian: Hrvatski Ako vam je potreban prevodilac, označite vas jezik.</p> <p>French: Français Si vous avez besoin d'un interprète, indiquez votre langue.</p> <p>Greek: Ελληνικά Εάν χρειάζεστε διερμηνέα, παρακαλούμε δείξτε τη γλώσσα σας.</p> <p>Haitian Creole: Kreyòl Ayisyen Si w bezwen yon entèprèl, montre ki lang ou pa e.</p> <p>Hmong: Hmoob Yog koj xav tau lus neeg pes lus, law tes rau koj yam lus.</p> <p>Italian: Italiano Se avete bisogno di un interprete, puntate alla vostra lingua.</p> <p>Korean: 한국어 번역서비스가 필요한 번역을 신청하십시오.</p> <p>Latvian: Latviešu Ja jums ir vajadzīgs tulks, norādiet Jūsu valodu.</p> <p>Polish: Język Jeśli potrzebują Państwo tłumacza, proszę wskazać na swój język.</p> <p>Russian: Русский Если вам нужен переводчик, укажите свой язык.</p> <p>Somali: Soomaali Hadaad u baahan tahay qof kuu turju ma, tilmaa no luucadaada.</p> <p>Tagalog: Tagalog Kung kailangan ninyo ng interpreter o tagasalin, ituro ang inyong wika.</p> <p>Thai: ไทย ถ้าคุณต้องการล่าม, โปรดชี้ภาษาของคุณ</p>	<p>Arabic: إنجليزي عربي إذا كنت في حاجة إلى مترجم، أشير إلى اللغة المطلوبة</p> <p>Cambodian: ខ្មែរ បើអ្នកត្រូវការអ្នកបកប្រែភាសាខ្មែរទៅភាសាដទៃ</p> <p>Finnish: Suomi Jos tarvitset tulkkiä, näpäytä haluamaasi kie kielinlaa.</p> <p>German: Deutsch Falls Sie einen Dolmetscher benötigen, zeigen Sie auf Ihre Sprache.</p> <p>Gujarati: ગુજરાતી જો તમને ભાષાંતર કરવાની જાગ્ય છે તમારી ભાષા તરફ બીજો.</p> <p>Hindi: हिन्दी यदि आपको भाषा अनुवादक की आवश्यकता हो तो अपनी भाषा की ओर इशारा करें</p> <p>Hungarian: Magyar Ha tolmácsra van szüksége, mutasson anyanyelvére.</p> <p>Japanese: 日本語 通訳を必要とする場合は、必要の言語を指し示してください。</p> <p>Laotian: ພາສາລາວ ຖ້າທ່ານຕ້ອງການຜູ້ແປພາສາ, ຈົ່ງຊີ້ສູ່ພາສາຂອງທ່ານ.</p> <p>Norwegian: Norsk Pek på ditt språk hvis du trenger hjelp av en oversetter.</p> <p>Portuguese: Português Se você necessitar de um intérprete, aponte para o seu idioma.</p> <p>Serbian: Српски Ако Вам је потребан преводилац, показите Вама језик.</p> <p>Spanish: Español Si necesita un intérprete, señale su idioma.</p> <p>Tamil: தமிழ் கொடுக்கப்பட்ட மொழியைக் குறிப்பிட்டு, உங்களுக்குத் தேவையான மொழியைக் காட்டுக.</p> <p>Vietnamese: Tiếng Việt Nếu cần một người thông dịch, xin chỉ vào ngôn ngữ của quý vị.</p>
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Language	Simplified Chinese	Traditional Chinese
Cantonese	粵語	粵語
Chaochow	潮州話	潮州話
Fukienese	福建話	福建話
Fuzhou	福州話	福州話
Mandarin	普通話	國語
Shanghai	上海話	上海話
Taiwanese	台灣話	台語
Toishanese	台山話	台山話
Ning Po	寧波話	寧波話

如果您需要译员，请指向您的语言。 如果您需要译员，請指向您的語言

ANY LANGUAGE. ANYTIME.

