

Communication

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- It is estimated that as many as 20%, or 50 million members, of the USA population speak a language other than English at home.
- Federal Government regulations mandate that healthcare providers facilitate communication with patients affected by language barriers.
- Poor patient compliance and less successful healthcare outcomes occur more frequently in populations unable to participate in the give-and-take of diagnostic and treatment planning discussions.
- Public health policy and the courts stipulate that individuals have the right to receive clinical information and to ask questions about proposed treatment as a basis for valid, and informed consent for medical or dental care.

Services are also available for interpretation, hearing-impaired, sight impaired and document translation.

A recommended service is DT Interpretating at www.interlanguagephone.com

Source: Medical Protective

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