

## Guidance to Comply with New Interpreter Quality Standards Requirements on the use of Bilingual/Multilingual Staff as Interpreters

<b><u>Summary of Requirements and Documentation</u></b>		
<b>Requirement</b>	<b>Potential Evidence</b>	<b>Provider Office to Note Documentation of Qualification</b>
<b>Office has a documented policy to offer interpreter support to LEP patients</b>	<input type="checkbox"/> Local office written policy; or <input type="checkbox"/> Local office policy that defers and adheres to the policy distributed by medical group Note: Policy includes documentation of patient language needs in medical record	Written policy available for viewing by an auditor  Policy title:
<b>Adheres to generally accepted interpreter ethics principles, including client confidentiality</b>	Signed attestation of understanding of interpreter ethics and patient confidentiality. Must include a review of National Code of Ethics for Interpreters in Health Care published at:  <a href="http://www.ncihc.org/assets/documents/publications/NCIHC%20National%20Standards%20of%20Practice.pdf">http://www.ncihc.org/assets/documents/publications/NCIHC%20National%20Standards%20of%20Practice.pdf</a>	Signed attestations are available. <input type="checkbox"/> Yes  <input type="checkbox"/> No
<b>Has demonstrated proficiency in speaking and understanding both spoken English and at least one other spoken language</b>	<input type="checkbox"/> Formal assessment of proficiency; or  <input type="checkbox"/> Annual job performance evaluations that document proficiency in speaking and communicating in English and one other language	<input type="checkbox"/> Yes, assessment results are available for viewing; or <input type="checkbox"/> Yes, documentation from an annual job performance evaluation for proficiency in speaking and communicating in English and one other language is available
<b>Is able to interpret effectively, accurately, and impartially, both receptively and expressly, to and from such language(s) and English, using any necessary specialized vocabulary terminology and phraseology</b>	<input type="checkbox"/> Formal assessment of proficiency; or  Annual performance evaluations document <input type="checkbox"/> Ability to interpret effectively, <input type="checkbox"/> Ability to interpret accurately, <input type="checkbox"/> Ability to interpret impartially, <input type="checkbox"/> Ability to interpret receptively and expressly, <input type="checkbox"/> Ability to interpret to and from English and another language using any <b><u>necessary specialized vocabulary terminology and phraseology</u></b>  Note: see NCIHC Interpreter Code of Ethics for description of above.	<input type="checkbox"/> Yes, assessment results are available for viewing; or <input type="checkbox"/> Yes, documentation from an annual job performance evaluation for proficiency in speaking and communicating in English and one other language is available
<p><b>For more information on Interpreter Quality Standards, please see the Industry Collaboration Effort (ICE) Better Communication, Better Care: Provider Tools to Care for Diverse Populations, Section D.</b></p> <p><a href="http://www.iceforhealth.org/library/documents/Better_Communication,_Better_Care_-_Provider_Tools_to_Care_for_Diverse_Populations.pdf">http://www.iceforhealth.org/library/documents/Better_Communication,_Better_Care_-_Provider_Tools_to_Care_for_Diverse_Populations.pdf</a></p>		