Auburn University Speech and Hearing Clinic

Policy and Procedure

# Communicating Information to Persons of Limited English Proficiency

## POLICY:

It is the policy of the Auburn University Speech and Hearing Clinicto 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, and other interested persons, to ensure them a meaningful opportunity to apply for, receive or participate in, or benefit from the services offered at our clinic. The procedures outlined below will reasonably ensure that information about services, benefits, consent forms, waivers 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 clinic staff and employees and our clients and their families while services are being provided.

## PROCEDURE:

1. The Auburn University Speech and Hearing Clinicwill designate the Director ofthe Auburn University Speech and Hearing Clinicto be responsible for implementing methods of effective communication with LEP persons.
2. The Directorwill:
   * Maintain and routinely update a list of all bilingual persons, organizations, and staff members who are available to provide bilingual services, and
   * Develop written instructions on how to gain access to these services, contact persons, telephone numbers, addresses, languages available, hours available, fees and conditions under which the person(s) are available.
3. In order to ensure effective communication and to protect the confidentiality of each client information and privacy, the clientwill be informed that the services of a qualified interpreter are available to the client at no additional charge. Only after having been so informed, the clientmay choose to rely on a family member or friend in a particular situation. The choice of the clientand presence of an interpreter will be documented after every visit.