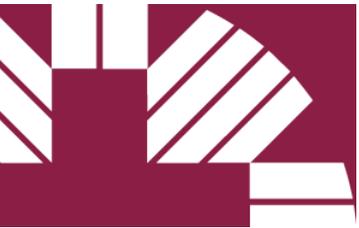


LANGUAGE ACCESS SERVICES

Presented by: Melissa Mackey

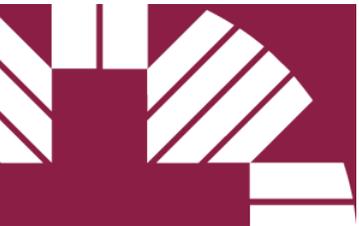
10-8-2019



LANGUAGE ACCESS SERVICES OVERVIEW

Language Access Services (Once called Interpreting Services) has been a part of Mount Carmel for many years. We are the product of the Civil Rights Act, as well as the Americans with Disabilities Act. According to these federal laws, all persons receiving medical care have the right to an interpreter to assure that all parties are understanding and compliant.

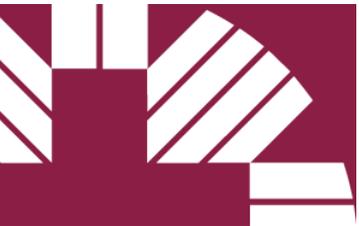
Here at Mount Carmel we employ 5 Spanish interpreters, 6 Nepali interpreters, 4 Somali interpreters, 3 sign language interpreters, 3 Russian interpreters and 1 Japanese interpreter. We provide services to all Mount Carmel facilities, including our physician offices whenever possible.



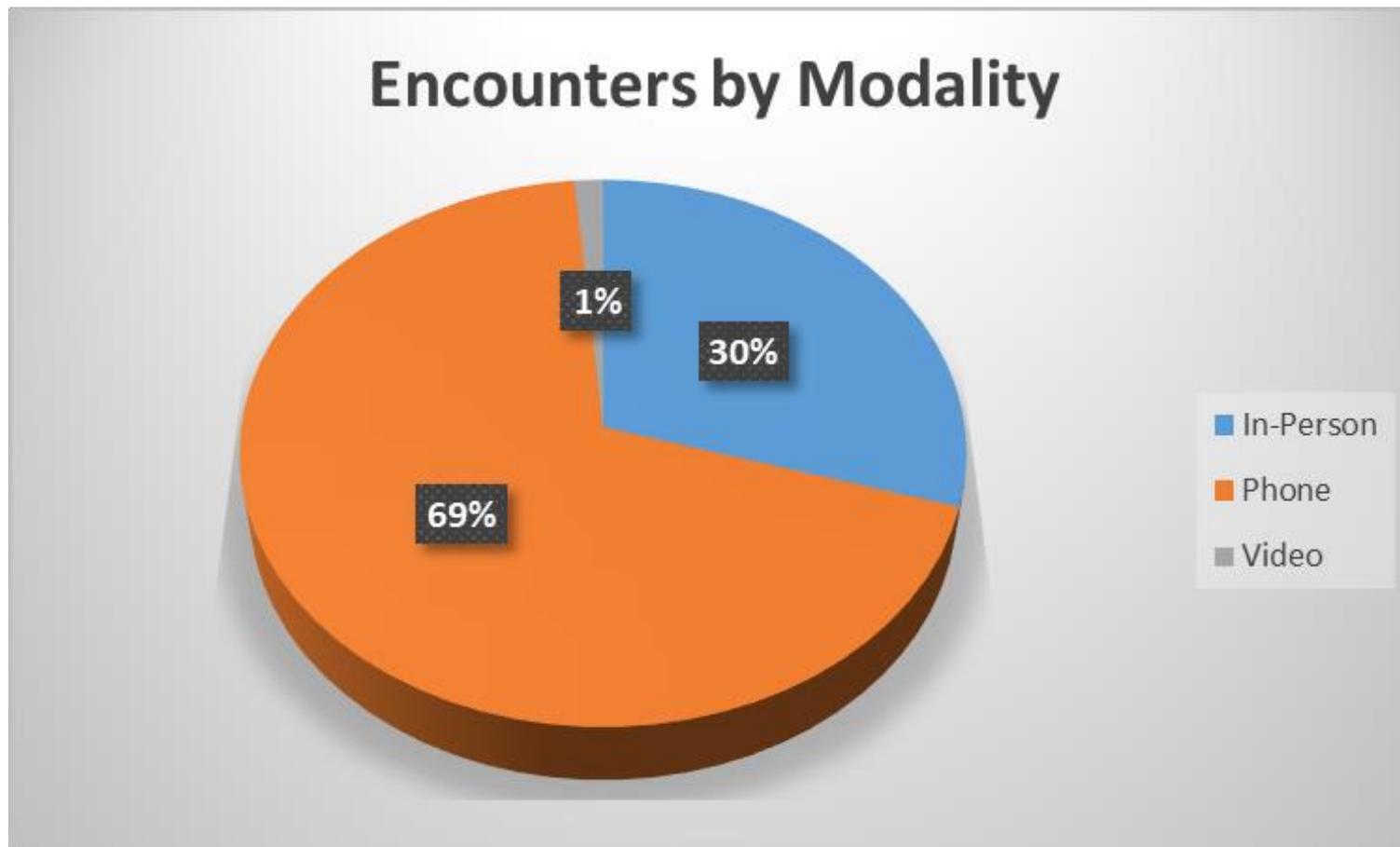
LANGUAGE ACCESS SERVICES OVERVIEW

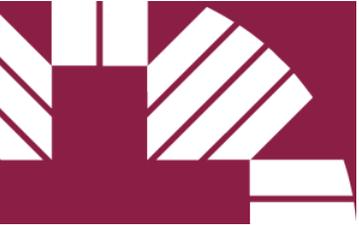
We deliver services several different ways. Our most common mode of delivery is through phone. We have phone services that are provided by our own staff, as well as through our supplemental vendor, Cyracom. You can find most languages through phone services. Departments have been supplied dual handset phone for interpreting needs. Video relay services are also available in many departments through both Polycom (Mount Carmel interpreters) as well as Cyracom for unstaffed languages, as well as sign language needs after business hours.

We also provide in-person services. In most cases, in-person requests are completed with our own Mount Carmel interpreters. There are some occasions in which we are unable to provide in-person services when necessary and we will then contact one of our contracted vendors and schedule an interpreter.

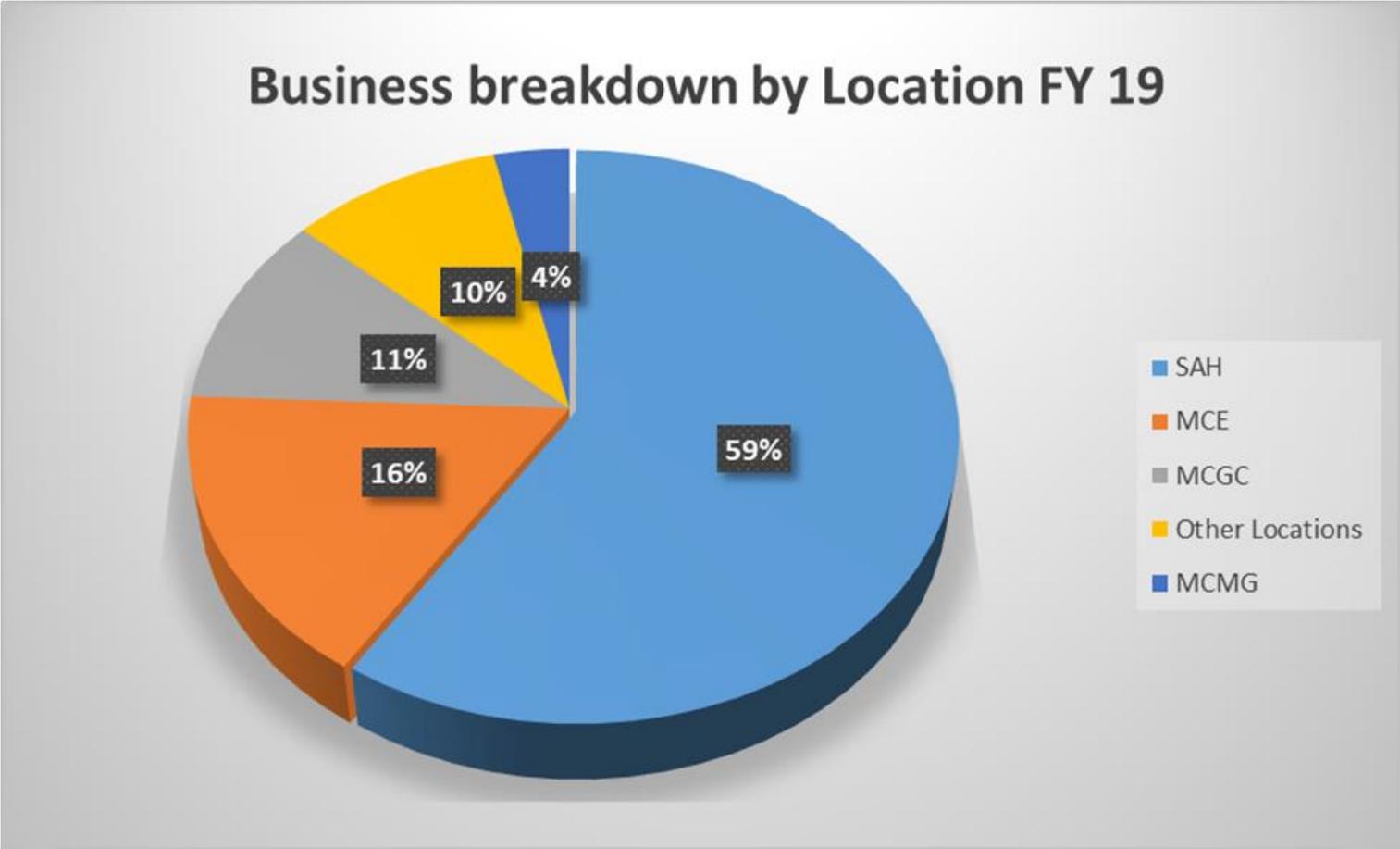


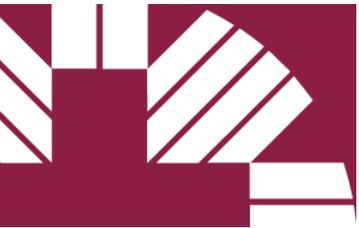
MODALITY





LOCATION BREAKDOWN





LANGUAGE BREAKDOWN SYSTEM WIDE

