

Brigham Faulkner OB/Gyn Associates, PC Interpreter Services Policy

- ❖ **Background:** The primary goal of Brigham Faulkner Ob/Gyn Associates, PC is to provide the best possible care to patients regardless of race, ethnicity, ability to pay or primary language.

- ❖ **Challenge:** Patients who do not have a comprehension of English that allows them to participate in and understand their medical care introduces a potential for misunderstanding that can ultimately interfere with the quality of the care that they receive from the practice.

- ❖ **Policy:**
 - At the time their appointment is made, every reasonable effort will be made to identify patients who do not have a comprehension of English that allows them to participate in and understand their medical care.

 - At the time the appointment is made, Brigham & Women's Faulkner Interpreter Services will be contacted to provide interpreter assistance for the upcoming appointment for patients who do not have a comprehension of English that allows them to participate in and understand their medical care.
 - Appointments with in-person interpreter services will be conducted in the usually reserved time allotments for similar problems for which the patient is being seen.
 - Appointments with phone interpreter services will require a 1 hour appointment block to insure that the quality of the visit is not compromised.
 - Patients who do not have a comprehension of English that allows them to participate in and understand their medical care and for whom interpreter services were not previously arranged or are not immediately available may be asked to re-schedule their appointments to a time when these services are available to insure that the quality of their care is not compromised by language barriers.