



PENINSULA RSN

ADMINISTRATION POLICIES AND PROCEDURES

Policy Name: INTERPRETER SERVICES AND ASSISTANCE

Policy Number: 2.14

Reference: DSHS Contract, WAC 388-865-0220 -022;

Effective Date: 4/2005

Revision Date(s): 12/2011

Approved by: PRSN Executive Board

CROSS REFERENCES

- Brochure: DSHS Transportation and Interpreter Services Brochure
- Policy: Corrective Action Plan
- Policy: Comprehensive information Plan for Delivery and Services
- Policy: General Information Requirements

PURPOSE

It is the policy of the Peninsula Regional Support Network (PRSN) to establish a process that clients are provided interpreter services and assistance in completing forms and taking procedural steps to obtain services.

PROCEDURE

1. Network providers are required to post the Department of Social and Health Services (DSHS) required seven languages informing individuals of their outpatient rights. See PRSN Comprehensive information Plan for Delivery and Services and General Information Requirements.
2. Network providers are to post the "Point to your Language" signs in common areas, such as agency lobby.
3. Agency staff, including receptionists, shall be trained on how to respond and provide assistance to an individual using the "point to your language sign".
4. Standard policy and procedure for requests of reasonable assistance for any services within the PRSN includes, but is not limited to:
 - Interpreter services, when needed

- Toll free numbers for TTY/TTD interpreter capability
5. When interpreter services are requested, the network provider will identify an interpreter using:
- DSHS Language Line Services by calling 1-866-874-3972, or
 - the Medical Assistance Administration (MAA) website at <http://fortress.wa.gov/dshs/maa/InterpreterServices/Index.htm> with local resources listed.
 - a. The network provider will contract directly with the interpreter for the interpreter services
 - b. When an interpreter is not available, or non-existent in a local area, the PRSN can assist in locating and arranging for interpreter services
6. Interpreter services shall be made available for the following:
- Treatment planning
 - Direct services, to include individuals and family members

MONITORING

This policy is a mandate by contract and statute.

1. This policy is monitored through use of PRSN:
 - Annual PRSN Provider and Subcontractor Administrative Review
 - Monthly Provider Chart Review
2. If a provider performs below expected standards during any of the reviews listed above a Corrective Action will be required for PRSN approval. Reference PRSN Corrective Action Plan Policy