



94TH GENERAL ASSEMBLY

State of Illinois

2005 and 2006

HB4598

Introduced 01/11/06, by Rep. William Delgado

SYNOPSIS AS INTRODUCED:

210 ILCS 87/15

Amends the Language Assistance Services Act. Provides that a hospital or nursing home (i) must adopt and review annually a policy for providing language assistance services to patients with language or communication barriers and (ii) must provide its nonbilingual staff with standardized picture and phrase sheets for use in routine communications with patients who have language or communication barriers (instead of having those 2 activities as options). Provides that a hospital or nursing home must also do at least one of the remaining 7 specified activities (instead of providing that a hospital or nursing home must do one or more of 9 specified activities). Effective immediately.

LRB094 17125 DRJ 52413 b

FISCAL NOTE ACT
MAY APPLY

1 AN ACT concerning regulation.

2 **Be it enacted by the People of the State of Illinois,**
3 **represented in the General Assembly:**

4 Section 5. The Language Assistance Services Act is amended
5 by changing Section 15 as follows:

6 (210 ILCS 87/15)

7 Sec. 15. Language assistance services. To insure access to
8 health care information and services for
9 limited-English-speaking or non-English-speaking residents and
10 deaf residents, a health facility must do both ~~one or more~~ of
11 the following:

12 (1) Adopt and review annually a policy for providing
13 language assistance services to patients with language or
14 communication barriers. The policy shall include
15 procedures for providing, to the extent possible as
16 determined by the facility, the use of an interpreter
17 whenever a language or communication barrier exists,
18 except where the patient, after being informed of the
19 availability of the interpreter service, chooses to use a
20 family member or friend who volunteers to interpret. The
21 procedures shall be designed to maximize efficient use of
22 interpreters and minimize delays in providing interpreters
23 to patients. The procedures shall insure, to the extent
24 possible as determined by the facility, that interpreters
25 are available, either on the premises or accessible by
26 telephone, 24 hours a day. The facility shall annually
27 transmit to the Department of Public Health a copy of the
28 updated policy and shall include a description of the
29 facility's efforts to insure adequate and speedy
30 communication between patients with language or
31 communication barriers and staff. ~~Review existing policies~~
32 ~~regarding interpreters for patients with limited English~~

1 ~~proficiency and for patients who are deaf, including the~~
2 ~~availability of staff to act as interpreters.~~

3 (2) Provide its nonbilingual staff with standardized
4 picture and phrase sheets for use in routine communications
5 with patients who have language or communication barriers.
6 ~~Adopt and review annually a policy for providing language~~
7 ~~assistance services to patients with language or~~
8 ~~communication barriers. The policy shall include~~
9 ~~procedures for providing, to the extent possible as~~
10 ~~determined by the facility, the use of an interpreter~~
11 ~~whenever a language or communication barrier exists,~~
12 ~~except where the patient, after being informed of the~~
13 ~~availability of the interpreter service, chooses to use a~~
14 ~~family member or friend who volunteers to interpret. The~~
15 ~~procedures shall be designed to maximize efficient use of~~
16 ~~interpreters and minimize delays in providing interpreters~~
17 ~~to patients. The procedures shall insure, to the extent~~
18 ~~possible as determined by the facility, that interpreters~~
19 ~~are available, either on the premises or accessible by~~
20 ~~telephone, 24 hours a day. The facility shall annually~~
21 ~~transmit to the Department of Public Health a copy of the~~
22 ~~updated policy and shall include a description of the~~
23 ~~facility's efforts to insure adequate and speedy~~
24 ~~communication between patients with language or~~
25 ~~communication barriers and staff.~~

26 In addition, a health facility must do at least one of the
27 following:

28 (A) Review existing policies regarding interpreters
29 for patients with limited English proficiency and for
30 patients who are deaf, including the availability of staff
31 to act as interpreters.

32 (B) ~~(3)~~ Develop, and post in conspicuous locations,
33 notices that advise patients and their families of the
34 availability of interpreters, the procedure for obtaining
35 an interpreter, and the telephone numbers to call for
36 filing complaints concerning interpreter service problems,

1 including, but not limited to, a T.D.D. number for the
2 hearing impaired. The notices shall be posted, at a
3 minimum, in the emergency room, the admitting area, the
4 facility entrance, and the outpatient area. Notices shall
5 inform patients that interpreter services are available on
6 request, shall list the languages for which interpreter
7 services are available, and shall instruct patients to
8 direct complaints regarding interpreter services to the
9 Department of Public Health, including the telephone
10 numbers to call for that purpose.

11 (C) ~~(4)~~ Identify and record a patient's primary
12 language and dialect on one or more of the following: a
13 patient medical chart, hospital bracelet, bedside notice,
14 or nursing card.

15 (D) ~~(5)~~ Prepare and maintain, as needed, a list of
16 interpreters who have been identified as proficient in sign
17 language and in the languages of the population of the
18 geographical area served by the facility who have the
19 ability to translate the names of body parts, injuries, and
20 symptoms.

21 (E) ~~(6)~~ Notify the facility's employees of the
22 facility's commitment to provide interpreters to all
23 patients who request them.

24 (F) ~~(7)~~ Review all standardized written forms,
25 waivers, documents, and informational materials available
26 to patients on admission to determine which to translate
27 into languages other than English.

28 ~~(8) Consider providing its nonbilingual staff with~~
29 ~~standardized picture and phrase sheets for use in routine~~
30 ~~communications with patients who have language or~~
31 ~~communication barriers.~~

32 (G) ~~(9)~~ Develop community liaison groups to enable the
33 facility and the limited-English-speaking,
34 non-English-speaking, and deaf communities to insure the
35 adequacy of the interpreter services.

36 (Source: P.A. 93-564, eff. 1-1-04.)

1 Section 99. Effective date. This Act takes effect upon
2 becoming law.