

What accommodations have you made in your practices to care for patients who do not speak English as their first language?

- 1) Assuming the language barrier is Spanish, we hire bilingual staff. This helps. We also have a translation service, Interlingua out of Dallas (<http://interlinguauusa.com>).
- 2) I have a girl on my staff that does my coding who speaks eight languages and is very helpful.
- 3) None.
- 4) We have a Spanish-speaking employee with his own voice-mail.
- 5) We have a bilingual resident in the program for the second time now. Otherwise, we manage with our broken Spanish when we have to.
- 6) We are looking into offering a beginners' conversational Spanish class to staff, partnering with Francis Tuttle Technology Center.
- 7) We have Spanish-speaking staff including medical staff, medical assistants, and receptionists. For other languages, we are lacking, and generally with those who speak Mandarin, Punjab, an African language, or others we just try to communicate as well as possible. I know there are available translators by phone; I believe Medicaid or SoonerCare has a service for this.
- 8) We updated our electronic patient education library to include Spanish materials.
- 9) MedlinePlus is in Spanish, online at <http://www.nlm.nih.gov/medlineplus/spanish/encyclopedia.html>, and includes over 4,000 articles about diseases, tests, symptoms, injuries, and surgeries.
- 10) The Preventive Services Reminder System (PSRS) we use in OKPRN includes a library of patient education materials for immunizations and secondary preventive services in Spanish available for PSRS users.