

Acquiring Language Access Services at your Facility

What are language access services and do I need them at my facility?

- ❖ Language access services bridge the communication barrier between people who don't speak a common language
- ❖ Language access includes interpretation (spoken), translation (written), assistive communication devices and materials
- ❖ Language access services should be provided free of charge to patients who are
 - Deaf or Hard of Hearing
 - Speak a language other than English
 - Have low or limited vision
- ❖ Each site might provide these services in different ways: vendor for language access services, bilingual staff, trained interpreters, contract interpreters etc.

How is the PPS supporting Language Access Services?

- 1) SI PPS has contracted with a Vendor: CyraCom to provide language access services to the project management office (PMO) and to sub-contract with facilities in our PPS network
- 2) SI PPS will purchase Video Interpreting Equipment for PPS sites who:
 - a) Have internet capabilities
 - b) Sign an agreement to sub-contract with Vendor for either all services or only video interpreting services and
 - c) Agree to pay the per-minute usage charges for Video Remote Interpreting
- 3) SI PPS will be hosting Medical Interpreter Training courses over the next 4 years. If you are interested in sending bilingual staff for training, please email cramsey@statenislandpps.org

What if we already have language access services at our facility?

- ❖ Fantastic! You can take advantage of:
 - The bundle pricing opportunity with the PPSs Language Access Vendor: \$.090 per minute for telephonic and video interpreting + reduced translation costs
 - Contracting with the vendor for Video Remote Interpreting services and receive equipment (iPad, rolling cart with speakerphone) paid for by the PPS
 - Sending bilingual staff to the Medical Interpreter Training program

What is the process for acquiring Language Access Services with the Vendor?

1. Signing up for services with CyraCom:
 - a. Facility signs sub-contract agreement with CyraCom
 - i. Contact cramsey@statenislandpps.org to be connected to CyraCom
 - ii. Connect with our CyraCom Account Manager, Kimberly Harris who will guide you through the process
 - iii. If you chose to have Video Interpreting Equipment, sign a separate user-agreement between your facility and the PMO
2. Signing up only for Video Interpreting with CyraCom (to receive equipment purchased by PPS)
 - a. Facility signs sub-contract agreement with CyraCom for **specific services**
 - i. Contact cramsey@statenislandpps.org to be connected to CyraCom
 - ii. Connect with our CyraCom Account Manager, Kimberly Harris who will guide you through the process
 - iii. Sign a separate user-agreement between your facility and the PMO
 - iv. Report on facility language trends and internet capacity
 - v. PMO will order adequate equipment to support language access needs at your site.
 - vi. Equipment will be delivered to your site and should be set up and maintained on site