

**Atlanta  Heart**  
*Associates, P. C.*  
350 Country Club Drive Stockbridge, Georgia 30281

Effective July 1, 2011, Atlanta Heart Associates will make reasonable accommodations to ensure that all Limited English Proficiency (LEP) patients will be able to receive healthcare services from our providers and staff. We recognize that many of our facilities are located in areas where there is a LEP population. Atlanta Heart Associates will provide an interpreter for these patients for doctor and testing appointments, in addition to phone calls when giving medical instructions. The interpreter will be made available to the patient at no patient cost. Documents will also be available for these patients in their language. This includes, but is not limited too, new patient history and demographic forms, test instructions, consent forms, insurance forms, and HIPPA forms. We will have these forms readily available in Spanish and Vietnamese. We will provide other languages as needed or requested by our patients. Patients will also be aware of our LEP policy as we will have it posted in each of our office waiting rooms and on our website.

Atlanta Heart Associates will train our staff to recognize which patients may need the assistance of an interpreter. Our goal is to recognize our patients language needs from the first point of contact, generally this occurs at the time an appointment is initially being established. Our staff will notify the patient at that time that we are willing to provide an interpreter for their appointment at no patient cost. In the event the need for an interpreter is not known until the patient has arrived to our office, our staff will use the I Speak Cards to determine which language the patient speaks, and then obtain the appropriate interpreter.

As of September 2019, Atlanta Heart Associates will use Worldwide Interpreters for our LEP interpersonal and document translations. When an interpreter is needed for an interpersonal translation, the staff will contact Worldwide Interpreters at 1-888-291-8048.. In order to expedite services to our LEP patients, we encourage any staff member providing medical care to the patient to call for an interpreter. If a patient requires any of our documents to be translated into another language, the staff member that is initially aware of this need must notify our Director of Patient Services, Ashley McGouirk, to obtain the appropriate documents. The Director of Patient Services will then contact Worldwide Interpreters to obtain the documents in the LEP patients requested language.

Atlanta Heart Associates will only permit our bilingual staff to be an interpreter once they have been tested and deemed competent in the language for which they have volunteered their services. If these employees are available during the patients visit, they can be utilized instead of contacting Worldwide Interpreters. Only after the patient has been informed of the need for an interpreter trained in medical terminology and of the LEP service Atlanta Heart Associates can provide them no cost to them and upon refusal of this service can the patient be allowed to use any person or persons that may accompany them to their appointment as their interpreter.

The above notification will be presented to the LEP patient in their language explaining that they will have to sign a waiver stating they waive their right to a free interpreter should they refuse this service. Under no circumstances will anyone be allowed to interpret if they are under the age of 18.

Director of Patient services, Ashley McGouirk will be responsible for training all staff including physicians of the implementation of our LEP policy an any updates to the policy. The staff will sign a statement that they understand and agree to comply with the LEP policy and procedures. New employees will be trained upon hire and will sign the same statement. Any updates or changes to the policy will be distributed to all employees. Atlanta Heart Associates will investigate any allegation of this policy not being enforced. Upon investigation, any employee or employees who have violated the LEP policy and procedures will be subject to disciplinary action. Depending on the severity of the violation, disciplinary action can include receiving a reprimand, suspension, or termination

Each office will have this policy posted in the waiting rooms along with the contact information needed to file a complaint directly to Atlanta Heart Associates or to the U.S. Department of Health and Human Services..

**\*In accordance with Federal law, AHA (including its employees, business partners, and contractors) is prohibited from discriminating on the basis of race, color or national origin, sex, age or disability in the provision of services. Anyone who believes they have experienced or witnessed any act of discrimination may file a complaint with Ashley McGouirk with Atlanta Heart Associates or to the U.S. Department of Health and Human Services, Office for Civil Rights at 200 Independence Avenue, S.W. Room 506-F, Washington, D.C. 20201**

I have read, understand, and agree to comply with Atlanta Heart Associates Limited English Proficiency policy.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_

Date: \_\_\_\_\_