

**LIMITED ENGLISH PROFICIENCY  
TELEPHONIC TRANSLATION AND SIGN LANGUAGE SERVICES**

**MCP 521-00-EEO-07**

VA Health Care System  
Birmingham, Alabama 35233

**Signatory Authority:**  
Oladipo A. Kukoyi  
Medical Center Director

**Responsible Owner:**  
The EEO Program Manager

**Rescinded Document:**  
00-EEO-07, Limited English  
Proficiency Telephonic  
Translation and Sign  
Language Services,  
dated January 17, 2019

**Effective Date:**  
June 2, 2022

**Recertification Date:**  
June 31, 2027

## 1. POLICY

a. This Medical Center Policy (MCP) delineates policy and responsibilities associated with providing a Limited English Proficiency (LEP) program for telephonic language interpretation and sign language interpretation at the Birmingham VA Health Care System (BVAHCS), and delineate the policy and responsibilities associated with this program.

b. It is the policy of this medical center that all Veterans receive equitable care that is of the highest quality of health care obtainable. To this end, assistive interpretation services shall be made readily available to Veterans and caregivers with limited English proficiency to ensure they receive the same level of health care available to English proficient Veterans.

## 2. JUSTIFICATION

This policy exists due to the following policy mandates in Veterans Health Administrative (VHA) VHA Directive 2012-024, Limited English Proficiency (LEP) Title VI Prohibition Against National Origin Discrimination in Federally Conducted and Federally Assisted Program and Activities and VHA Directive 2009-067, Veterans Health Administration's (VHA) Equal Employment Opportunity (EEO) Program Manager Position.

### 3. RESPONSIBILITIES

a. **VA Medical Facility Director.** The VA medical facility Director is responsible for ensuring overall VA medical facility compliance with this policy, and appropriate corrective action is taken if non-compliance is identified.

b. **The Equal Employment Opportunity (EEO) Program Manager.** Is designated as this medical center's LEP and Sign Language services coordinator and shall:

(1) Formulate, maintain, and communicate LEP interpretation and sign language services within the facility and its community-based outpatient clinics (CBOCs).

(2) Forward emails of accesses to telephonic interpreter services promptly to the Office of Director GSA cardholder for funding obligation.

c. **CBOCs and Emergency Room Nurse Managers, and the BVAHCS Clinic Operations Managers are responsible for:**

(1) Ensuring staff are aware of sign language service availability,

(2) Teaching staff how to access sign language service,

(3) Conducting bi-monthly inspection to ensuring that DX70 connectivity is maintained. If DX70 connectivity is lost, contact the OIT helpdesk at x336235 and request a repair ticket be generated to restore connectivity.

d. Healthcare providers shall ensure interpreter services are accessed and reported for as follows:

(1) Telephonic interpreter services:

(a) Refer to Attachment A for instructions on accessing telephonic interpreter services.

(b) To ensure proper reporting of use of interpreter services so that no unauthorized commitment occurs. The employee utilizing interpreter services should note the date, start, and end times of interpreter services. The information above should be e-mailed to the Medical Center's EEO Program Manager before the end of the employee's shift.

(c) **Maintain proper HIPAA safeguards.**

(d) If the need for interim emergency language interpretation arises at the medical center, the health care provider can utilize the following website to obtain non-certified/secure interpretation. Automatic translation can help you understand the

content of the translated text in emergency situations but is no substitute for a professional human translator.

(1) Bing Translator:

<http://www.microsofttranslator.com/default.aspx?ref=TThis&from=en-US&to=es-ES>

(2) Sign language interpreter services: Refer to Attachment B for a list of locations of DX70 sign language interpreter service monitors and operating instructions.

#### 4. REFERENCES

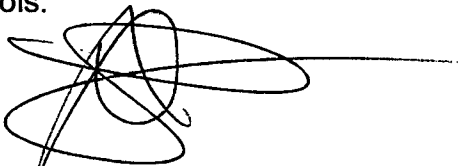
Executive Order 13166, Improving Access to Services for Persons with Limited English Proficiency; US Department of Veterans Affairs Language Access Plan (LAP), 2016.

#### 5. REVIEW

This MCP must be reviewed at minimum at recertification and when there is a change to Executive Order 13166 or US Department of Veterans Affairs Language Access Plan (LAP) 2016.

#### 6. RECERTIFICATION

This MCP is scheduled for recertification on or before the last working day of June 2027. This MCP will continue to serve as local policy until it is recertified or rescinded. In the event of contradiction with national policy, the national policy supersedes, and controls.



Oladipo A. Kukoyi, MD, MS, VHA-CM  
Medical Center Director

Attachment A: Quick Reference Guide, Accessing Interpreting Services

Attachment B: Sign Language Interpreter Services



## Quick Reference Guide

ACCESSING INTERPRETING SERVICES

### Birmingham VA Medical Center Telephone Interpreter Services

#### HOW TO ACCESS AN INTERPRETER

■ **When Receiving a call:**

1. Use your phone's conference feature to place the Limited English Proficient (LEP) speaker on hold.
2. Dial **1 – 866-874-3972**
3. Provide your Client ID # **5 1 5 0 7 7**
4. Select the language you need
  - a. Press 1 for Spanish
  - b. Press 2 for all other languages and state the name of the language you need  
*\*\* Press 0 for agent assistance if you do not know the language*

*You will be connected to an interpreter who will provide his/her ID number.*

5. Brief the interpreter.  
*Summarize what you wish to accomplish and provide any special instructions.*
6. Add the LEP onto the call.
7. Say "End of Call" to the interpreter when your call is completed.

■ **Note:**

When placing an outbound call to a LEP, begin at **Step 2**. If you need assistance placing a call to the LEP, please inform the interpreter or agent at the beginning of the call.

When the LEP is face-to-face with you begin at **Step 2**. Once the interpreter joins the line, brief him/her, and place the phone on "Speaker" mode or pass the handset back-and-forth.

---

#### IMPORTANT INFORMATION:

**INTERPRETER IDENTIFICATION** - Interpreters identify themselves by name and ID number. Feel free to note this information for future reference if your organization requires it for their records or to comply with regulatory requirements.

**WORKING WITH AN INTERPRETER** – At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English-speaking speaker, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

**CUSTOMER SERVICE**– To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to [www.language.com](http://www.language.com), and click on the "Customer Service" tab to complete a Voice of the Customer form.

---

## Sign Language Interpreter Services

1. DX70 monitors must remain on 24/7 in order to maintain connectivity. If connectivity is lost, contact OIT help desk at x336235 and request that a ticket be generated to reconfigure the effected DX70 monitor.
2. To activate the DX70 monitor and access a sign language interpreter service:
  - a. Ensure the camera shutter is open. To open the shutter, turn the dial on the camera body until the shutter opens.
  - b. Tap on the control pad.
  - c. Dial (877) 689-7775, you should see “connecting...” on the monitor.
  - d. Once connected provide the agency name “Department of Veterans Affairs.”
3. DX70 sign language monitor locations and network addresses:

BVAHCS Emergency Room  
Location: 1435A  
Network address: 10.59.209.105

BVAHCS-East Mental Health  
Location: RM 1151  
Network address: 10.59.205.70

BVAHCS Clinic  
Location: RM 2B154  
Network address: 10.59.232.212

Guntersville CBOC  
Location: RM 103  
Network address: 10.59.109.199

Anniston CBOC  
Location: RM 1146  
Network address: 10.59.164.118

Huntersville CBOC  
Location: RM 1A-103  
Network address: 10.59.197.3

Bessemer CBOC  
Location: RM 404  
Network address: 10.59.209.101

Jasper CBOC  
Location: RM 133  
Network address: 10.59.40.35

Childersburg CBOC  
Location: RM 105  
Network address: 10.59.108.200

Shoals CBOC  
Location: RM 95  
Network address: 10.59.104.200

Gadsden CBOC  
Location: RM 103  
Network address: 10.59.24.68