

Limited English Proficiency: Language Access



MEDICAL
SERVICES



DENTAL
SERVICES



BEHAVIORAL HEALTHCARE
SERVICES



PHARMACY
SERVICES

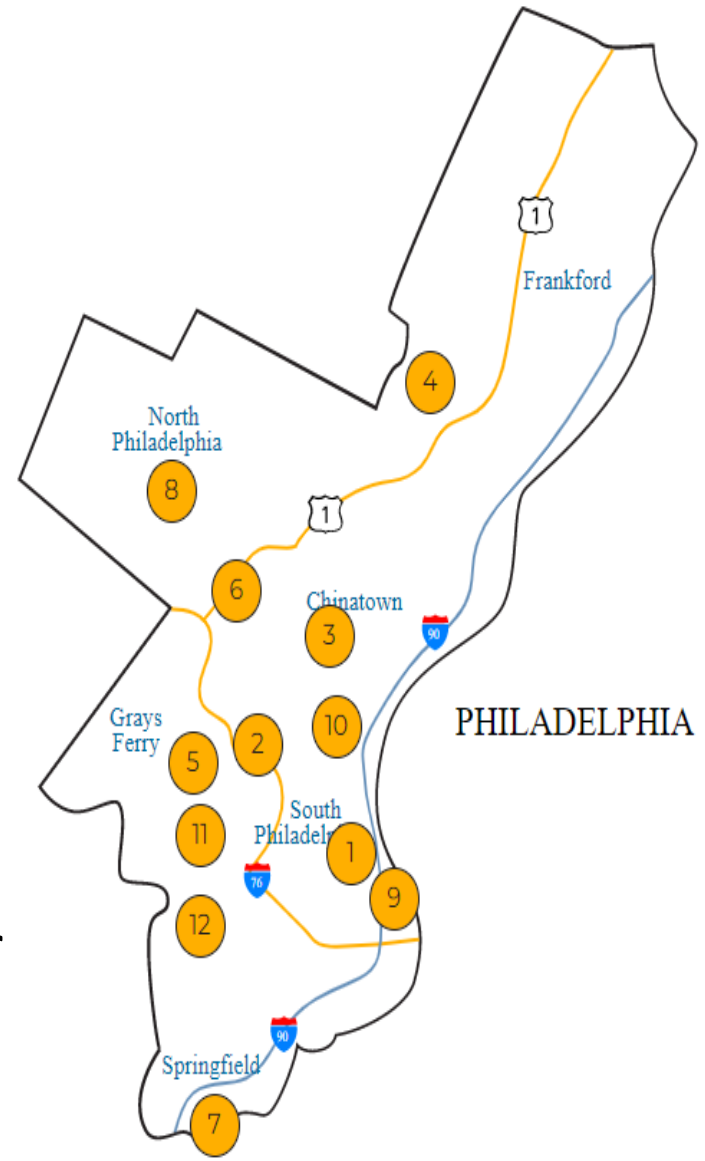
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February 15th, 2022

GPHA Overview

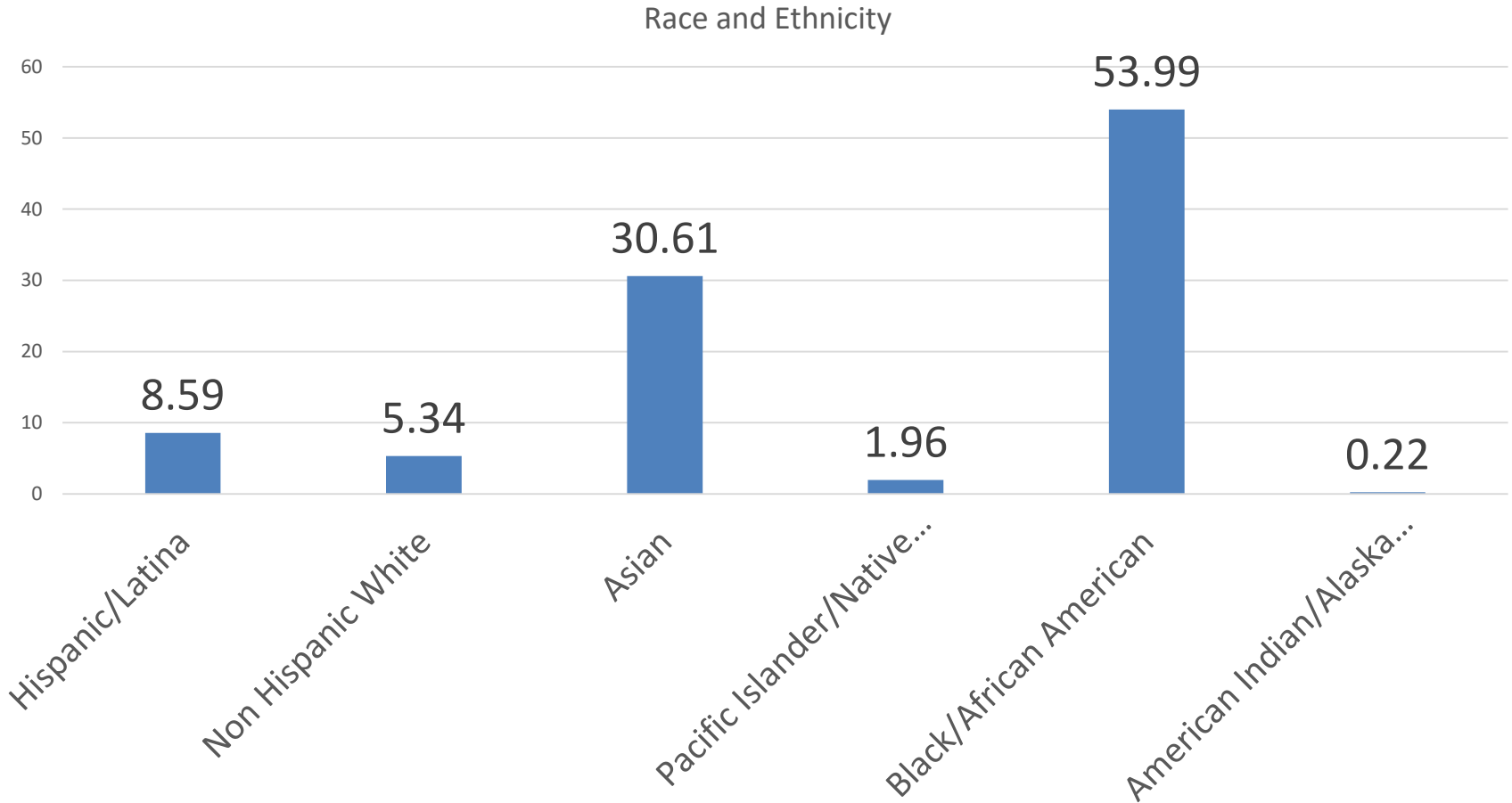
- Multi-site community based healthcare organization
- Established in 1970 (11 M,D,BH Locations)
- Offering Medical, Dental, Behavioral Health, Pharmacy, and Child Development Services
- Joint Commission (JC) Accredited
- Patient Center Medical Home Recognition

Service Locations

1. Al Assist, BH 4th St.
2. Carl Moore Health Center
3. Chinatown Medical Services
4. Frankford Avenue Health Center
5. Dental & Behavioral Health
6. GPHA/Temple Medical Suite
7. Spectrum BH Services
8. Hunting Park Health Center
9. Snyder Dental
10. Southeast Health Center
11. Woodland Avenue Health Center
12. Woodland Ave Daycare Center

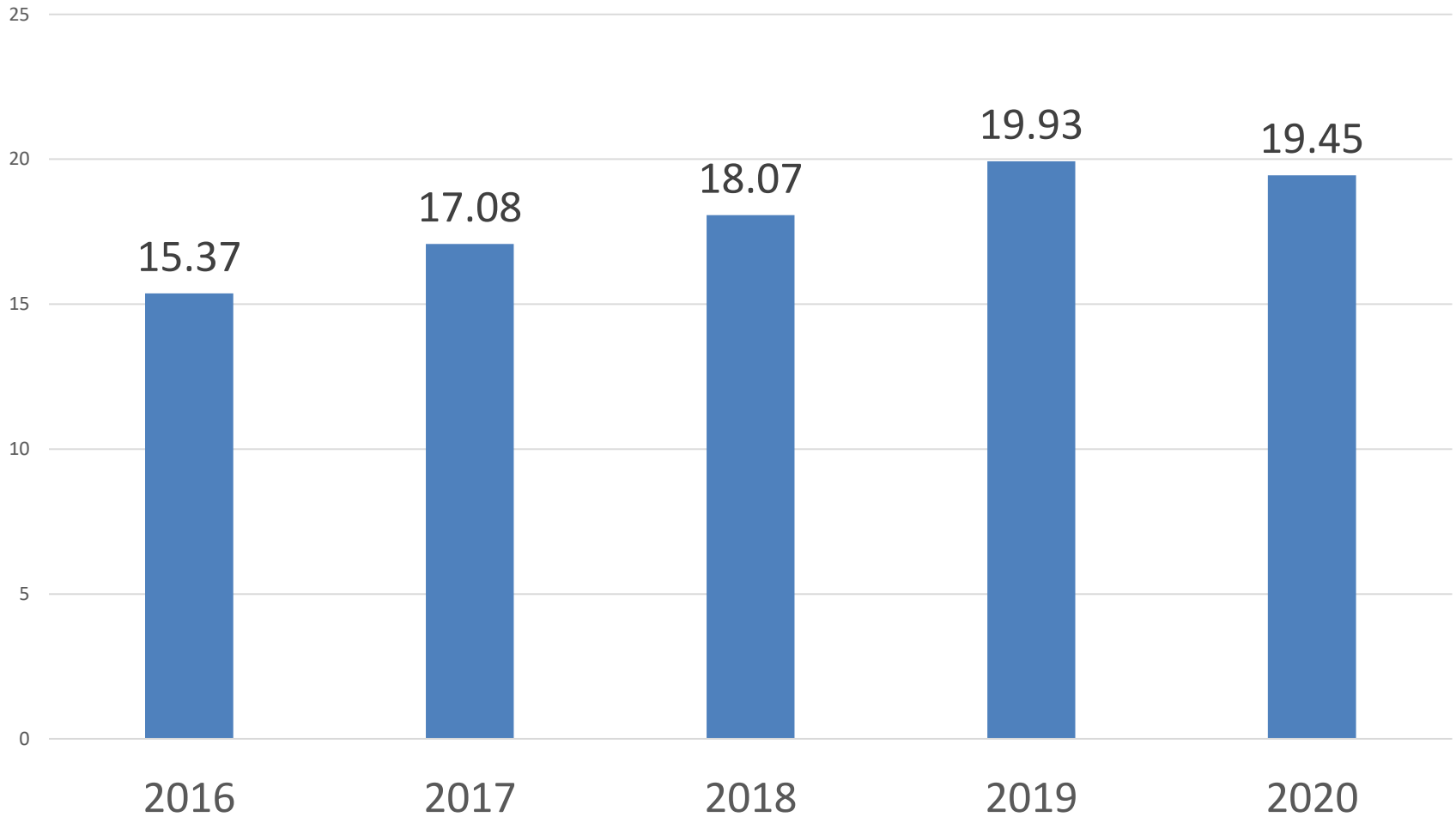


Race and Ethnicity



94.71% of GPHA's Practice are Race and Ethnic Minorities

% Served Best in Language Other Than English



Top Languages Other Than English

- Creole/French (WAHC)
- Burmese/Nepali/Karen (SEHC)
- Mandarin (CMS)
- Spanish (FAHC)

Why Provide Language Access

- Facilitates linguistic and cultural communication and understanding between patient/client, families, and staff
- Equal access opportunities
- Section 1557 of the Affordable Care Act
 - Requires healthcare facilities to provide language assistance to patients (inclusive of written communications, signage and services)

GPHA Approaches: What Works

- Bilingual Staff
 - Hiring interpreter staff at sites with high need
- Develop Language Policy
- Translated Documents
 - Intake Forms, Marketing Materials
- Language Card and Notices to Patients
- Interpreter Services
 - Onsite and Remote Video Website Language Capability
 - Available to all staff to access, including call center and outreach staff
- EMR Translated Health Education Documents
- Website



Did you know?

GPHA has the following services:



INTERPRETER SERVICES

ENGLISH If you speak English, language assistance services, free of charge, are available to you.

**Español
(Spanish)** si habla

**繁體中文
(Chinese)** 注意：

**Tiếng Việt
(Vietnamese)** Nếu bạn

**Русский
(Russian)** Если вы

ENGLISH

Español

(Spanish)

繁體中文

(Chinese)

Tiếng Việt

(Vietnamese)

Русский

(Russian)

**Deutsch
(Pennsylvania
Dutch)**

**한국어
(Korean)**

**Italiano
(Italian)**

**العربية
(Arabic)**

**Français
(French)**

INTERPRETER SERVICES

If you speak English, language assistance services, free of charge, are available to you.

si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística.

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。

Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn.

Если вы говорите на русском языке, то вам доступны бесплатные услуги перевода.

Wann du [Deutsch (Pennsylvania German / Dutch)] schwetzscht, kannscht du mitaus Koschte ebber gricke, ass dihr helft mit die englisch Schprooch.

한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.

In caso la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti.

إذا كنت تتحدث خدمات المساعدة اللغوية، مجاناً الإنكليزية وتوفر لك.

Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.

*** Ask the front desk for assistance
arranging interpreter services!**

“Your Total Healthcare”

Find a Location Near You

查找您附近的位置

Use our interactive convenient location

Use the map on the right to access

- Hover over the numbers to preview
- Click for complete details.



If you are a GPHA patient or family member, please contact us at the location nearest to you.

Chinese Simplified

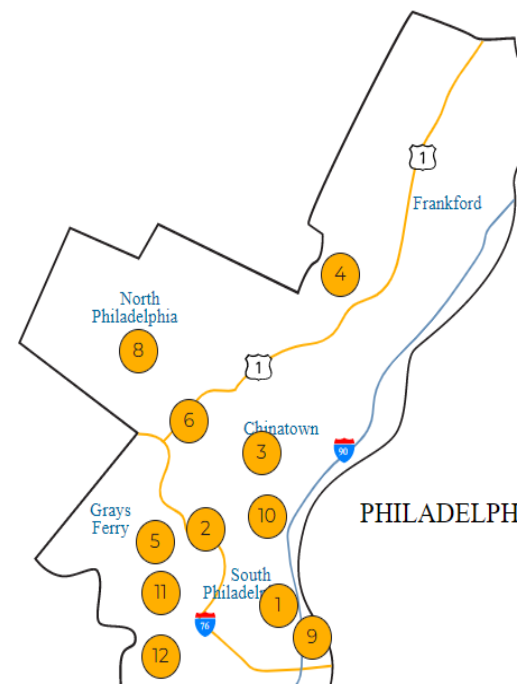
使用我们的交互式地图帮助找到您附近的便利位置

使用右侧的地图访问位置详细信息和联系信息。

- 将鼠标悬停在数字上以预览位置名称。
- 点击查看完整详情。

下班后网站和消息

如果您是 GPHA 患者或家庭成员，请致电您接受医疗护理的站点。如果您在下班后需要医疗、牙科、心理健康或药物滥用方面的帮助，请留下您的姓名、电话号码并关注待命接听服务。GPHA 提供商将回复您的电话。我们的一些 GPHA 站点在晚上和周末都开放。请查看所有 GPHA 健康中心的营业时间。您可以在任何开放的设施中看到。随叫随到的供应商将安排您在其中一个开放地点见到您。如果这是真正的医疗紧急情况，请立即拨打 911 或前往急诊室 (ER)。请在下班后等待医生电话时移除所有呼叫阻止代码和/或设备。请注意：随叫随到的提供者不会开具或补充麻醉剂或苯二氮卓类药物。



Language Access - Challenges

- Availability of interpreters for less common languages
- Translating all GPHA documents in top languages
- Navigating healthcare system, beyond GPHA
- Cost of providing interpreter services

Connecting to Resources

- Best Practice
 - Connecting Patients with LEP to community based organizations with expertise servicing those ethnic/minority groups
 - i.e., Concilio, Nationalities Services, AFAHO,

Questions