

YOUR RIGHTS TO LANGUAGE ACCESS IN HEALTHCARE

YOUR RIGHT TO AN INTERPRETER

Medical interpreters are your right.



Your **healthcare provider is responsible** for making sure you have access to a qualified medical interpreter during your visit.

Where are medical interpreters available?



You are entitled to an interpreter **any place you receive healthcare**. That includes doctor offices, hospitals, pharmacies, and with clinic staff while making appointments.

Qualified interpreters



Interpreters should have **medical knowledge** to ensure clear and accurate communication.

Who can interpret?



While you can bring a friend or use your health insurance's interpreter services, your **provider should still arrange a professional medical interpreter for you**.

You have a right to make a complaint.



If you request interpreter services and your provider does not offer them, **report it to the medical facility**. A staff person can provide you with the appropriate contact.

The provider or health system is **not allowed to retaliate against you** for reporting an issue.

Your Right to Report Discrimination & Privacy Concerns

If you feel you or someone else was treated unfairly due to race, color, origin, sex, age, or disability, or if you believe health information wasn't kept private, you can file a complaint.

Where to report: Contact the **Health and Human Services Office for Civil Rights (HHS OCR)**. They offer support in various formats, including Braille, large print, and in-language assistance.

- **Website:** www.hhs.gov/ocr
- **Email:** OCRAMail@hhs.gov
- **Phone:** 1-800-368-1019 or TDD 1-800-537-7697

Complaint response time: HHS OCR will investigate within 90 days and inform you of the outcome.



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