

Sample Hospital Translation Policy (make this a hyperlink that goes to this sample policy)

XYZ Health System
Translation Policy

According to Executive Order 13166 of Title VI of the Civil Rights Act of 1964, all patients who speak what are considered threshold languages for our hospital community must be given all important documents in their primary language. A threshold language is one that reaches five percent or 3,000 speakers within the service area. This can be determined through Census data and by analyzing public school and refugee resettlement data, among other sources. Essential documents to be translated include, but are not limited to: consent forms, financial aid policies and applications, discharge instructions, patient information sheets and patient rights and responsibilities.

All documents needing translation must be submitted to the hospital's office of language services. Please include the name of the department submitting the request and the priority: Urgent (24-28 hrs), high (one week), or low (two-four weeks). The Language Services Department translation policy is as follows:

- Documents longer than 100 words may be translated by a non-native speaker of the target language as long as it is proofread by a native speaker.
- Documents of less than 100 words may be translated by a non-native speaker at the discretion of the Language Services Coordinator.
- Documents must be proofread by at least one person who is a native-speaker of the target language.
- Documents shall take into consideration the regionalisms of the target language so that the final product is language neutral and able to be understood by all.
- Under no circumstances should a translation solely done by a computer-generated translation program be considered a final product.
- Bilingual staff who do not have a professional background in translation should not be asked to translate documents.