

# Language access materials and printing instructions

## Language identification tools

### Poster — Do you need an interpreter?

This [11x17 poster](#) informs members they have a right to receive free interpreter services and file a complaint or grievance if they are not satisfied with the services they receive.

Place in areas members will see:

- Waiting rooms.
- Hallways.
- Reception areas.

### Do you need an interpreter? Point to your language.

This [8.5x11 flyer](#) will help facilitate language identification when meeting in person.

Please place it in the reception areas:

- Print and laminate as needed.
- Place in tabletop display.
- Upload to a tablet.

### OHA “I speak” cards

This printable format creates [3.5-inch x 4-inch cards](#) which are meant to be folded in half and shared with members, patients and consumers. To create your own cards, set the printer to duplex (double-sided) printing. A mid-weight cardstock is recommended for best results. If you send the format to a professional printer, request 80# Cover Dull Coated paper. If the cards are to be printed on a copier that can print cardstock, use 80# Cover Brilliant White.

### Customizable “I speak” card — for all languages.

This [credit card-sized card](#) tells members how to request interpretation services.

Please make these cards available in your reception areas.

- Identify the member’s language needs and provide them with this card.
- Customizable “I speak” cards come in 25 languages and are available on the Oregon Health Authority’s website.

## How to use these materials:

- When members arrive for in-person appointments, please be sure to have the language identification tools available.
  - Ensure that a laminated version is available at the front desk and a poster is visible in the waiting area and to members/patients as they enter the building.
- Consider the languages spoken by your patient population and be prepared with copies of the “I speak” card in those languages.
- **Review the list of interpreter vendors** available on Samaritan Health Plans’ [Language Services webpage](#) and select a vendor best suited for the member’s interpreting needs.
- If you cannot identify the member’s language, the customer service representative for one of the language services vendors may be able to assist you. They are skilled at identifying different languages and dialects and may be able to help.
- Ask the interpreter to encourage the member to keep the “I speak” card with them and use it whenever they need interpretation services or to communicate their language needs.
- Enter the member’s preferred spoken language in their medical record. Note whether the member speaks a specific dialect so the correct interpreter can be requested.
  - **Example:** Mandarin instead of Chinese; Maay Maay instead of Somali.
- Document that an interpreter was provided during the visit (or if the member declined interpreter services).
  - Ask if the interpreter has an interpreter ID number and add it to the medical record.

## Printing instructions:

Please note the following if choosing to print these materials at your office:

- The flyers have no bleeds and can be printed on a standard printer. However, copies of the 11x17 poster may be best printed at a local print shop due to its size.
- To clearly identify these as IHN-CCO branded materials, please print in color, if possible.
- Do not change or remove anything on these materials, including the Oregon Health Plan number at the bottom of the page, when present.