

1 AN ACT concerning regulation.

2 **Be it enacted by the People of the State of Illinois,**  
3 **represented in the General Assembly:**

4 Section 5. The Language Assistance Services Act is amended  
5 by changing Section 15 as follows:

6 (210 ILCS 87/15)

7 Sec. 15. Language assistance services.

8 (a) To insure access to health care information and  
9 services for limited-English-speaking or non-English-speaking  
10 residents and deaf residents, a health facility must do ~~one or~~  
11 ~~more of~~ the following:

12 ~~(1) Review existing policies regarding interpreters~~  
13 ~~for patients with limited English proficiency and for~~  
14 ~~patients who are deaf, including the availability of staff~~  
15 ~~to act as interpreters.~~

16 (1) ~~(2)~~ Adopt and review annually a policy for  
17 providing language assistance services to patients with  
18 language or communication barriers. The policy shall  
19 include procedures for providing, to the extent possible as  
20 determined by the facility, the use of an interpreter  
21 whenever a language or communication barrier exists,  
22 except where the patient, after being informed of the  
23 availability of the interpreter service, chooses to use a

1 family member or friend who volunteers to interpret. The  
2 procedures shall be designed to maximize efficient use of  
3 interpreters and minimize delays in providing interpreters  
4 to patients. The procedures shall insure, to the extent  
5 possible as determined by the facility, that interpreters  
6 are available, either on the premises or accessible by  
7 telephone, 24 hours a day. The facility shall annually  
8 transmit to the Department of Public Health a copy of the  
9 updated policy and shall include a description of the  
10 facility's efforts to insure adequate and speedy  
11 communication between patients with language or  
12 communication barriers and staff.

13 (2) ~~(3)~~ Develop, and post in conspicuous locations,  
14 notices that advise patients and their families of the  
15 availability of interpreters, the procedure for obtaining  
16 an interpreter, and the telephone numbers to call for  
17 filing complaints concerning interpreter service problems,  
18 including, but not limited to, a T.D.D. number for the  
19 hearing impaired. The notices shall be posted, at a  
20 minimum, in the emergency room, the admitting area, the  
21 facility entrance, and the outpatient area. Notices shall  
22 inform patients that interpreter services are available on  
23 request, shall list the languages most commonly  
24 encountered at the facility for which interpreter services  
25 are available, and shall instruct patients to direct  
26 complaints regarding interpreter services to the

1 Department of Public Health, including the telephone  
2 numbers to call for that purpose.

3 ~~(4) Identify and record a patient's primary language~~  
4 ~~and dialect on one or more of the following: a patient~~  
5 ~~medical chart, hospital bracelet, bedside notice, or~~  
6 ~~nursing card.~~

7 ~~(5) Prepare and maintain, as needed, a list of~~  
8 ~~interpreters who have been identified as proficient in sign~~  
9 ~~language and in the languages of the population of the~~  
10 ~~geographical area served by the facility who have the~~  
11 ~~ability to translate the names of body parts, injuries, and~~  
12 ~~symptoms.~~

13 (3) ~~(6)~~ Notify the facility's employees of the language  
14 services available at the facility and train them on how to  
15 make those language services available to patients  
16 facility's commitment to provide interpreters to all  
17 patients who request them.

18 (b) In addition, a health facility may do one or more of  
19 the following:

20 (1) Identify and record a patient's primary language  
21 and dialect on one or more of the following: a patient  
22 medical chart, hospital bracelet, bedside notice, or  
23 nursing card.

24 (2) Prepare and maintain, as needed, a list of  
25 interpreters who have been identified as proficient in sign  
26 language and in the language of the population of the

1 geographical area served by the facility who have the  
2 ability to translate the names of body parts, injuries, and  
3 symptoms.

4 (3) ~~(7)~~ Review all standardized written forms,  
5 waivers, documents, and informational materials available  
6 to patients on admission to determine which to translate  
7 into languages other than English.

8 (4) ~~(8)~~ Consider providing its nonbilingual staff with  
9 standardized picture and phrase sheets for use in routine  
10 communications with patients who have language or  
11 communication barriers.

12 (5) ~~(9)~~ Develop community liaison groups to enable the  
13 facility and the limited-English-speaking,  
14 non-English-speaking, and deaf communities to insure the  
15 adequacy of the interpreter services.

16 (Source: P.A. 93-564, eff. 1-1-04.)

17 Section 99. Effective date. This Act takes effect upon  
18 becoming law.