

# LANGUAGE SERVICES FOR HEALTHCARE

Your one-stop shop for top-notch healthcare language services that comply with HIPAA and safeguard PHI.

**Language accessibility in healthcare settings, regardless of a person's preferred language, isn't just good medicine: It's the law.**

Hospitals, healthcare systems, large medical practices, long-term care facilities, health insurers, and healthcare payers have a dual obligation:

- Provide individuals with Limited English Proficiency (LEP) equal access to healthcare through excellent language access services.
- Comply with Health Insurance Portability and Accountability (HIPAA) rules and safeguard patients' Protected Health Information (PHI) when language services are delivered.

We've got you covered.

**Excellent Language Delivery Is Not Enough**  
**The need for outstanding language services is evident.** The need for your Language Service Provider (LSP) to ensure that those services address privacy may be less obvious. However, it is an essential factor worthy of consideration when selecting a vendor. Violations of HIPAA rules and failure to safeguard PHI — including lapses by language vendors and other business associates — can devastate you.

You may incur substantial fines due to non-compliance or receive a lower quality rating by the Centers for Medicare & Medicaid Services (CMS), which can negatively impact your reputation and revenues.

Partnering with Lionbridge gives you one less thing to worry about. We've built custom solutions to address HIPAA privacy and security standards when processing language content.



Whether you are a large provider or a smaller entity, we'll provide a dedicated program manager to enable you to satisfy the language needs of individuals with LEP and help you to navigate complex regulatory requirements. With our full range of interpretation and translation offerings, healthcare expertise, and personalized service, you can be confident that we'll live up to our promise of superb language services that enable regulatory compliance.

—Susan Gryder, VP of Over-the-Phone Interpretation



## Lionbridge Healthcare Language Services

### HIPAA-compliant interpretation services

Lionbridge provides HIPAA-compliant Over-the-Phone (OPI) medical interpretation services for individuals with LEP during live communications in the following contexts:

- Medical appointments
- Emergency room visits and other hospital experiences
- Telehealth appointments
- Ancillary services (e.g., lab testing)
- Admissions and discharge meetings

### HIPAA-compliant translation services

Lionbridge offers HIPAA-compliant workflows for files containing PHI, such as charts, care plans, authorization forms, and written patient communications.

We provide translation solutions for Annual Notice of Change (ANOC) and Evidence of Coverage (EOC) communications for Medicare beneficiaries with LEP, enabling you to meet your language accessibility requirements.

Our solutions help healthcare payers ensure that beneficiaries can comprehend plan revisions, a federal requirement.

We perform all our translations via a secure document-sharing process.

### Services for CMS Audits

Lionbridge's medically trained interpreters deliver high-quality services that meet CMS standards, helping providers achieve high ratings during secret shopper evaluations for CMS audits.

In one case, Lionbridge helped a health entity improve its rating by two stars and attain a perfect five-star rating.



## The HIPAA Compliance Checklist for Language Services

**Never assume language services are HIPAA compliant; often, they are not.** In addition to assessing for quality, you can use this checklist to ensure the provider can deliver HIPAA-compliant services and protect patient PHI. Lionbridge checks all these boxes. Compliance essentials:

- ✓ Dedicated HIPAA-compliant workflows and secure file transfer and document handling
- ✓ Compliance with ISO standards
- ✓ Measures to protect patient information (e.g., no recorded conversations, notes destroyed)
- ✓ Training requirements to properly handle and secure PHI
- ✓ Adequately screened and qualified interpreters and translators
- ✓ Quality measures:
  - Specially trained interpreters and translators with medical subject matter expertise
  - Extensive program management experience
  - Contractually binding Business Associate Agreements (BAAs) with the language provider and its linguists





## The Benefits

By using Lionbridge's healthcare language services, you'll gain numerous benefits.

- Enhanced patient care and better patient outcomes through wide-ranging language access
- Mitigated risk of HIPAA violations and fines by working with a compliant vendor
- Support to secure a desirable CMS rating, which can increase revenues through higher program reimbursement and increased patient demand for your services
- Regulatory compliance without sacrificing language service quality
- Time savings by not having to redact sensitive information

### Why Lionbridge?



World-class language provider with decades of healthcare language services experience



Top-notch medical translation services and interpretation services



350+ languages to meet your community's requirements



One-stop shop for your healthcare language needs



HIPAA-compliant workflows and certification with ISO standards



Dedicated program manager to provide support and guidance even to smaller entities



Competitive pricing



### Get Started

Contact us today to talk with an expert and learn how Lionbridge can help you with all your language needs.

[LIONBRIDGE.COM](https://www.lionbridge.com)