

Language Access Training

Thursday, March 6th

9 a.m. to 11 a.m.

SDB 501

To better serve our limited English proficient (LEP) and Deaf or Hard of Hearing (DHH) patients, our school is implementing a new video interpreting service offered by LanguageLine Solutions.

LanguageLine Solutions® will conduct in-person training enabling you to:

- 1. Identify a patient’s preferred language
- 2. Quickly access a professional interpreter
- 3. Effectively partner with an interpreter

Be prepared to easily connect to an interpreter before the next limited English patient or family member needs your help.

Ensure Equal Access for All the Populations You Serve/Provide Quality Care in the Languages Your Patients Prefer

There are 25+ million limited English proficient (LEP) speakers in the U.S. and another 12+ million are Deaf or Hard of Hearing (DHH). When you meet their needs, you produce better outcomes, avoid costly errors, boost patient satisfaction and help ensure health equity for all.

LanguageLine® CertifiedSM Interpreters pass rigorous proficiency tests to ensure linguistic excellence. Think of them as extra staff members enabling total understanding between your organization and all the people you serve.

LanguageLine Video Interpreting

With LanguageLine® Video Interpreting get the benefit of visual cues and facial expressions to build trust, reduce misunderstandings, and improve patient experience. In seconds, connect your team to our professionals to ensure accurate, meaning-for-meaning interpreting in top languages, including American Sign Language (ASL).

Compliance Support

LanguageLine helps protect your organization by making it easier for you to adhere to federal laws and regulations. We’ll remove barriers to communication, so your organization complies with:

- Title VI of the Civil Rights Act of 1964
- Americans with Disabilities Act of 1990 (ADA)
- Health Insurance Portability and accountability Act of 1996 (HIPAA)



Department	Time
Restorative Sciences-Faculty & Residents	9:00 a.m.-9:30 a.m.
Pediatric Dentistry Faculty, Residents, Staff	10:00 a.m.-10:30 a.m.
Orthodontics Faculty, Resident, Staff	10:30 a.m. -11:00 a.m.
Endodontics Faculty, Residents, Staff	11:00 a.m.-11:30 a.m.
Periodontics Faculty, Residents, Staff	11:00 a.m.-11:30 a.m.



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SDB 222

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Department	Time
Restorative Sciences-Staff	9:00 a.m.-9:30 a.m.
Guest Services Staff Business Office Staff Oral Surgery Staff	9:30 a.m.-10:00 a.m.



Translation Services



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