

Evidence-based research in multicultural care has demonstrated that **effective communication in patients' preferred language is crucial to good healthcare.** Poor medical outcomes, specifically with patients with hypertension and diabetes, have been associated with language barriers which impact medical adherence. **Providing treatment in patients' preferred language has many valuable rewards:** decreasing the risk for medication errors, avoidable readmissions, and adverse events which occur due to language barriers.

INTRODUCING THE  
PREMIER POINT HOME HEALTH  
**Medical Interpreting  
and Translation Program**





## “Diversity means understanding.”

--Stuart Scott

Since its foundation in 2007, Premier Point Home Health has been transforming patients' lives one at a time through an exceptional team approach to care focusing on compassion, empathy, advocacy and empowerment. Now Premier Point Home Health is adding a new facet to that team approach. Understanding the importance of providing culturally and linguistically appropriate health services to limited English proficiency patients (LEP) in the Chicagoland Area, the PPHH team now includes **Trained Medical Interpreters and Translators**. Representing some of the most spoken languages in the Chicagoland area (**Spanish, Polish, Mandarin, Cantonese and Russian**), our interpreters and translators help foster communication, trust, and understanding between LEP patients and their healthcare team.

- Trained Medical Interpreters will be present starting with the initiation of the Start of Care (SOC) to help establish a relationship of trust with both patient and healthcare staff members and facilitate communication in the patient's preferred language.
- The interpreter present at the SOC will be the interpreter assigned to the patient until discharge, strengthening the patient/healthcare professional relationship while helping patients understand care instructions and communicate any concerns.
- Medical translators will provide sight translations for documents as needed.

Though translating and interpreting services in home health are not mandated by state or federal laws, PPHH believes in being a pioneer in creating equitable health care for LEP patients, demonstrating that caregiving is our passion for all patients, regardless of language barriers.

Call today for further information:

**877.275.8390**