

POLICY AND PROCEDURE

Policy Type: Medi-Cal Manual		Policy Category:	Policy #: V HE 8
Policy Title: Translation of Written Member Informing and Health Education Materials		Origination Date: 12/15/03	
		Last Reviewed Date: 1/21/04: 3/06	
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Purpose:

To ensure quality translation of written member informing materials and health education materials for members who have Limited English Proficiency (LEP) and speak one of the languages that meet the threshold and concentration standards, or another language determined by need among Pro med Medi-Cal members.

Policy:

Written informing documents provide essential information to members about access and usage of services. It is the responsibility of the Medi-Cal HMOs and ProMed to provide culturally and linguistically appropriate informing materials to members in the threshold languages determined by the State Department of Health Services (ISDHS) and at a sixth grade reading level.

Procedures:

1. Medi-Cal HMOs will translate all general and informed consent forms and all other correspondence to known LEP members will be translated as needed or at a minimum, include information of free language assistance. Translated materials will be available for ProMed to use.
2. A qualified translator will complete all translations. Memorandum of Understanding (MOU) contracts and information on the agencies' qualifications should be on file.

Implementation Guidelines:

Medi-Cal HMOs and ProMed will use at minimum, the following Translation Process to ensure quality translation of written member informing materials and health education materials.

1. The document needing translation will be submitted to the "qualified translator" for translation.

Qualified Translator

Definition: Person with a formal education in English, with the ability to read, write and understand the target language and with knowledge of and experience with, the culture of the intended audience.

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2. The translated draft will be proofread and edited by a separate qualified “translation editor/proofreader” who will make any necessary modifications. The review will focus on language flow, proper grammar and syntax, as well as ensuring that the text/phrases used are culturally appropriate. By using two different qualified translators (one to translate and the other to edit), the quality of the translation will be enhanced, the risk for error will be reduced, and the diversity within a culture will be considered.

Translation Editor/Proofreader

Definition: A qualified translator other than the original “Qualified Translator” who did the word-processing, desktop publishing, or typesetting. Person responsible for ensuring that translation conveys all source document information(grammar, flow, completeness, accuracy, punctuation, spelling, accents/diacritical marks, and typographical errors).

REFERENCES:

MMCD policy Letter 99-04 “Translation of Written Materials”

LA Care Policy MED 1051 “Translation of Member Materials into Non-English Threshold Languages”