Prestige Health Choice
Cultural Competency Program
and Language Access Services

A Patient's Right, A Provider's Responsibility

Prestige
HEALTH CHOICE®

Leading the Way to Quality Care

Cultural Competency

What is it?

- Having the ability to interact effectively with people of another culture.

- Being mindful of people with different beliefs, customs and ways of acting.

- Accommodating different cultural ways of understanding the same medical issue.

- Being aware of your own world view.

Why is Cultural Competency Important?

- Cultural competency enables us to provide better medical care to our patients and reduce health disparities.

- Poor communication between providers and their patients may yield poor results, higher expenses and increased health problems.

- Both the provider and patient bring their individual learned patterns of language and culture to the health care experience which must be transcended to achieve equal access and quality health care.

What is Prestige's Cultural Competency Program?

At Prestige Health Choice, we recognize the increasing population growth of racial and ethnic groups in our communities, each with their own cultural traits, linguistic needs and health profiles, and recognize that it is our responsibility, along with that of our extensive provider network, to effectively connect with our diverse patient population.

Prestige's Cultural Competency Program exists to:

- Ensure that all Prestige members are served in a way that is responsive to their cultural and linguistic needs.

- Monitor for health disparities among Prestige members.

- Carry out corrective action.

Language Access Services

Prestige offers language services to facilitate better communication between Prestige members and their doctors.

Translation

Prestige translates all of its materials into almost any language for its members. Commonly used materials are automatically translated into Spanish, other materials are translated upon request.

Interpretation

Prestige provides telephonic interpretation services, free of charge, to any Prestige member. This service provides a fast and easy way to communicate with our Limited English Proficiency (LEP) members with interpreters in more than 200 languages that are available 24 hours a day, seven days a week.

Please call Member Services at **1-855-355-9800** to access this **free** service.

Steps to use a telephonic interpreter:

1. Inform the Prestige member of his or her right to free telephonic interpretation services through Prestige.

2. If the member wishes to have an interpreter, use a certified medical interpreter. A friend or family member is not a good idea because misinterpretations and editing may occur.

3. Make sure a phone is in the room or use a cell phone.

4. Call the Prestige Member Services line at **1-855-355-9800** with the Member ID Number, and Member Services will connect you to the necessary interpreter.

5. Conduct the exam with the interpreter on the phone using the "speakerphone" function.

Translation Tips

- Speak directly to the patient, not the translator.

- Do not rush. Pause every sentence or two for interpretation.

- Use plain language. Avoid slang and sayings.

- Check for understanding occasionally by asking the patient to repeat back what you said. This is better than asking, "Do you understand?"

Our Mission

Prestige Health Choice's mission is to improve the health status of our communities through the provision of high-quality, affordable, community-based health care to underserved individuals and families while providing support and partnership with our network of providers. This includes people of all backgrounds.

We abide by the CLAS Standards of the United States Department of Health and Human Services' Office of Minority Health. Standards five through eight are mandates, or federal requirements for all recipients of federal funds. Title VI of the Civil Rights Act of 1964 also prevents discrimination by any agency that receives federal funds.