



**New England Baptist Surgery Center
Language Access Plan
October 2025**

Surgery Center Overview

New England Baptist Surgery Center is an ambulatory surgery center offering cost effective, high quality, safe orthopedic surgical services in the Greater Boston area. The surgery center opened in June 2023. The facility has eight operating rooms and 25 procedure bays. The hours of operation are 6 a.m.– 6:30 p.m. NEBSC provides language access through AMN Healthcare Remote Interpreting. This system provides 24/7 access for language interpreter services. A full list of all languages can be found in [appendix A](#).

Introduction

New England Baptist Surgery Center (NEBSC) has prepared this Language Access Plan outlining the actions the center takes to ensure meaningful access to orthopedic outpatient services at NEBSC for patients who have limited English proficiency or for patients with different communications needs.

A Limited English Proficient (LEP) speaker is a person who does not speak, read, write or understand the English language at a level that allows them to interact with members of the surgery center staff or their care providers.

NEBSC reviews and updates this Language Access Plan every two years to ensure continued responsiveness to the community we serve.

Purpose

The purpose of this Language Access Plan is to ensure access to the services provided at NEBSC, eliminating barriers for LEP patients accessing the best care possible with positive outcomes. NEBSC will provide language assistance to LEP patients in a safe and timely manner.

NEBSC language access materials and support for LEP patients are accessible to all employees and reviewed during onboarding and annual training. Our goal in providing this access is to:

1. Reduce disparities or delays in service to LEP patients.
2. Improve access to quality care for LEP patients.

3. Ensure all employees are competent on how to use these resources to support LEP patients.

Translating Documents

Translation is the written or text-based rendering of one language into a second language. NEBSC is committed to maintaining critical patient care documents in the most spoken languages of our patient population.

Plain Language

NEBSC is committed to producing and providing patients with materials using plain language. Materials are culturally and linguistically appropriate and reflect the needs of our patient population. Plain language is used wherever possible and comply with Federal Plain Language Guidelines. This includes short sentences and paragraphs and use of common words and grammar.

Policy

NEBSC has contracted with AMN Healthcare for on-demand Interpreter Services access to over 3,500 medically qualified interpreters. The team at NEBSC ensure patients are informed of the following services:

- Over the phone interpreting
- Video Remote Interpreting
- Translation of critical documents
- Visual Impairment toolkit

Each situation and patient interaction may call for a different modality. The team at NEBSC will work with the patient to choose the appropriate service to ensure the patient is well informed and confident in the care they are receiving.

NEBSC has two iPads for video remote interpreting and a dual headset for over the phone interpreting. Zoom interpreters are available for American Sign Language Interpreter Services. The facility also has a visual impairment toolkit for patients with limited vision. A [list](#) of all languages available for interpreter services is posted at reception and in all care areas.

NEBSC begins collecting demographic data on all patients at the time the procedure is booked at the facility. Primary language is a required field on the surgery booking sheet that is sent from the surgeon's office. Patient Access Representatives are also trained to collect self-reported demographic data. This information, including race and ethnicity, is collected at the time the patient registers for their procedure at the surgery center.

By providing their primary language prior to arrival, this allows the care team here in NEBSC to ensure we have the appropriate forms and interpreter services prepared for the patient. In addition, the administrator receives an alert if there is a newly scheduled or upcoming cases where the primary language is not English.

- **Pre-Admission Testing and Post-Operative Follow up:**

Over the phone interpreters will be used by Pre-Op/PACU Nurses in a HIPAA compliant area when working with the patient to complete the pre-operative questionnaire and post-operative follow up.

- **Pre-Operative Telephone Call:**

Over the phone interpreters will be used by Patient Access Representatives in a HIPAA compliant area where pre-operative telephone calls are made the day before surgery informing the patient of their arrival time and instructions on the day of surgery.

- **Patient Registration and Patient Care Areas:**

Video Remote Interpreting will be used by Patient Access Representatives and the Patient Care team in a HIPAA compliant area to register the patient at the surgery center, review the care plan, obtain consent, provide patient education, answer any questions, and review medication and pain management, as appropriate.

Language Needs Assessment

Our service area includes the geographical area of Greater Boston including but not limited to the cities of Dedham, Westwood, Canton, Norwood, Walpole, Milton, Waltham, Needham, Newton, Wellesley, and those areas including the South Shore.

The top five languages spoken at home among LEP speakers in Massachusetts¹ are:

- Spanish (52.4%)
- Portuguese (18.7%)
- Chinese, including Mandarin, Cantonese (14.9%)
- Haitian Creole (6.5%)
- Vietnamese (4.5%)

NEBSC actively tracks the language demographics of our patient population. When reviewing NEBSC's LEP patient population, the top two languages spoken are:

- Spanish (57%)
- Portuguese (24%)

Based on this information, NEBSC has the following documents translated into Spanish and Portuguese and available to patients:

- Facility Consent
- Patient Rights and Responsibility
- NEBSC General Orthopedic Discharge Instructions
- Spinal Anesthesia Discharge Instructions
- Nerve Block Education
- Preparing for Surgery

NEBSC closely monitors the linguistic makeup, racial, ethnic and cultural groups of the patients we serve to understand health beliefs, preferred languages, and health literacy. An annual assessment of language translation and interpretation is done annually to reduce barriers to care and increase engagement within the community.

Training

The Language Access Plan is reviewed during onboarding and posted internally for all employees. This is also part of our annual review for employees.

At the time of hire, every employee receives training on how to use language services: how to request an interpreter, video instructions, American Sign Language and Certified Deaf Interpreters.

Language Services on an iPad

- *Know the language that is needed.*
- *Be prepared to brief the interpreter about the nature of the call before they speak with the patient.*
- *Select the green icon to launch the program.*
- *Enter login credentials.*
- *Each language button is live and will connect you to an interpreter.*
- *Select the language. You will be brought to a hold screen and will wait approx. 30 seconds.*
- *There is a self-view window. This shows everything the interpreter sees. Be sure the patient can be seen here.*
- *The second window is the interpreter ID number. This should be recorded, along with the date, time and language of the call in your patient record.*
- *Two important features include:*
 - **Video privacy screen.** *Tap anywhere on screen to reveal the control panel across the bottom. Video privacy blocks the interpreter's video feed. They may still hear the conversation and interpret for the patient, but this way your patient may maintain modesty.*

Digital white board. *This is for written clarification and is controlled by the interpreter. The interpreter can type in English and the native language. Please note, this is a clarification tool. The interpreter will not translate the entire session.*

- *When the session is finished, tap on the screen to view the control panel, and select the red button to hang up.*

Language Services using an Audio Interpreter

- *Know the language that is needed.*
- *Be prepared to brief the interpreter about the nature of the call before they speak with the limited English proficiency (LEP) patient.*
- *If you receive a call from an LEP patient, call our Audio service to connect a three-way call.*
- *For outbound calls, provide the operator with a dial out number. They will make a three-way conference call.*
- *Provide the operator with a message to leave if there is no answer.*
- *Use a dual handset to aid in communication when the patient is on-site, or you may communicate over speakerphone if in a HIPAA compliant area.*
- *If you receive a call from an LEP patient, call our Audio service to connect a three-way call.*
- *For outbound calls, provide the operator with a dial out number. He or she will make a three-way conference call.*

Quality Measures when using Remote Interpreter Services:

1. Always speak directly to the patient. Do not let technology get in the way of face-to-face interaction with the patient. Use first person language.
2. Speak in short segments for easier interpretation. Additionally, speak slowly, so your words are easier to recall and understand.
3. Speak clearly. Be aware of background noise.
4. Use plain language, words that are easy to translate in a way that the patient understands.
5. Remember to pause to allow the interpreter to finish translating. Avoid asking multiple questions at once.
6. Use the teach-back when necessary. If you provide instructions for wound care, have the patient relay those instructions back to you to ensure they understand.

7. Don't rush – remember to be patient. Your goal is to ensure the patient understands what you have communicated to them during their visit.

Additional training is available for employees at NEBSC to help ensure the center is offering the best possible care to our patients. Patient Access Representative are trained to collect demographic data from patients, including self-reported race, ethnicity, and preferred written and spoken language.

Annual cultural competency workshops are assigned to all employees to ensure multicultural interactions are respectful and effective. Employees are trained to be responsive to health beliefs, practices, and needs of diverse patients.

Program Goals for 2026

One of NEBSC's goals for 2026 is to reach 100% compliance, capturing patient's primary language at time of scheduling. This allows the team to schedule interpreters for all interactions with the patient.

Monitoring

NEBSC's Manager of Interpreter Services will review and update our Language Access Plan at least every two years and will include:

- A review of the linguistic makeup of patient population and preferred languages
- Assessing the need for additional translation of critical documents
- Conducting employee learning needs assessment of the Language Access Plan
- Surveying employees on how language assistance services are being used and if they are effective
- Seeking opportunities for community engagement
- Evaluating current Interpreter and Translation Services
- Identifying if additional resources are needed to support the delivery of services
- Analyze patient survey data to implement changes to plan

NEBSC regularly seeks and responds to patient feedback. This information is reviewed regularly and results in practice and workflow changes within the facility.

Notice to Public

The Language Access Plan will be posted at reception and on NEBSC's website. Copies are available upon request via a link to the website or in hard copy form.

Language Access Complaint Procedure

Patients may file a complaint with NEBSC's Administrator if they believe they have been

denied access or benefits of this Language Access Plan. The complaint must be written within six months of the alleged denial. The complaint must be in writing.

To file a complaint with NEBSC, please submit a written complaint to the attention of:

Julianne Flaherty
New England Baptist Surgery Center
40 Allied Drive, Suite 200
Dedham, MA 02026
julianneflaherty@csasurgery.com

To file a complaint with the Office of Access and Opportunity (OAO), please submit the written complaint to the attention of:

Office of Access and Opportunity
Attn: Yarlennys Villaman–Office of the Governor
State House, Room 280
Boston, MA 02133
Email: yarlennys.k.villaman@mass.gov

Languages Available at NEBSC: Video and Audio

Available Video Languages

ASK YOUR PATIENTS TO INDICATE WHICH LANGUAGE THEY SPEAK.

ASL
American Sign
Language

አማርኛ
Amharic

العربية
Arabic

Հայերեն
Armenian

বাংলা
Bengali

bosanski
Bosnian

ဗမာစကား
Burmese

កម្ពុជា
Cambodian

廣東話
Cantonese

CDI/ASL
CDI/ASL Team

hrvatski
Croatian

دری فارسی
Dari Farsi

français
French

ગુજરાતી
Gujarati

kreyòl ayisyen
Haitian Creole

हिन्दी
Hindi

Hmoob
Hmong

日本語
Japanese

ကဵု
Karen

한국어
Korean

普通话
Mandarin

नेपाली
Nepali

پښتو
Pashto

فارسی
Persian

polski
Polish

português (BRA)
Portuguese (BRA)

português (EU)
Portuguese (EU)

ਪੰਜਾਬੀ
Punjabi

Română
Romanian

русский
Russian

srpski
Serbian

soomaali
Somali

español
Spanish

kiswahili
Swahili

tagalog
Tagalog

ትግርኛ
Tigrinya

Türk
Turkish

Українська
Ukrainian

اردو
Urdu

tiếng Việt
Vietnamese

Available Audio Languages

Acholi*	Fuzhou*	Kurdish-Sorani*	Sango*
Afar *	Ga*	Lao	Serbian
Afrikaans*	Garre*	Lingala	Shanghainese*
Akan*	Georgian*	Lithuanian*	Sichuan*
Akateko*	German	Luganda*	Sinhala*
Albanian	Greek	Luo*	Slovak*
Amharic	Gujarati	Maay Maay*	Somali
Arabic	Haitian Creole	Macedonian*	Soninke*
Armenian	Hakha Chin	Malay*	Spanish
Ashanti*	Hakka*	Malayalam*	Sudanese
Assyrian*	Hausa*	Mam*	Swahili
Azerbaijani*	Hebrew*	Mandarin	Swedish*
Bambara*	Hindi	Mandingo*	Sylheti*
Belarusian*	Hmong	Mara	Tagalog
Bengali	Hunan*	Maraka*	Taishanese*
Bosnian	Hungarian	Marathi*	Toishanese*
Bulgarian	Igbo*	Marshallese*	Taiwanese
Burmese	Ilocano	Masalit*	Tajik*
Cambodian	Indonesian	Mien*	Tamil*
Cantonese	Italian	Mina*	Tedim
Cape Verdean Creole	Ixil*	Mizo	Telugu*
Catalan*	Japanese	Moldavian*	Thai
Cebuano*	Juba-Arabic*	Mongolian	Tibetan*
Chaldean *	Kabba*	Montenegrin*	Tigrinya
Chaozhou*	Kanjobal*	Navajo*	Tongan*
Chuj*	Karen	Nepali	Turkish
Chuukese*	Karenni	Nigerian Pidgin*	Twi*
Croatian	Khmer	Norwegian*	Ukrainian
Czech*	Kikongo*	Nuer*	Urdu
Dari	Kikuyu*	Oromo	Uzbek
Dinka*	Kinyamulenge*	Pashto	Uyghur*
Dutch*	Kinyarwanda	Persian	Vietnamese
Edo*	Kirundi	Pohnpeian*	Visayan*
Ewe*	Korean	Polish	West African Pidgin*
Falam	Kosraean*	Portuguese (Brazilian)	Wolof*
Fanti*	Krahn*	Portuguese (European)	Yiddish*
Farsi	Krio*	Pulaar*	Yoruba
Flemish*	Kunama*	Punjabi	Zomi
French	Kurdish	Quiche*	Zophei*
French-Canadian	Kurdish-Bahdini*	Rohingya	
Fujianese*	Kurdish-Fayli*	Romanian	
Fulani*	Kurdish-Kurmanji*	Russian	