

# Limited English Proficiency Policy

## Eyes by Design Ltd

Eyes by Design Ltd takes all reasonable steps to ensure communications with patients in a manner that the patient can understand and is comfortable with. As required by law, such services will be available for the most common languages spoken in our area, as identified by the Department of Health and Human Services. All such services will be provided to patients at no additional charge as long as provision of such services poses no undue financial hardship on the practice or creates a significant alteration in normal practice operations.

To provide adequate patient education of their rights, Eyes by Design Ltd will post the following notifications in the office and on our website.

- Notice of Non-Discrimination - A statement of our intent to not discriminate against any individual's access to health care provided.
- Notification of Language Assistance - A statement to inform patients what language assistance is provided.

Many forms of communication assistance are available. If a patient requests language assistance during their care, Eyes by Design Ltd will discuss those specific needs and develop a mutually agreeable plan to accommodate the patient's needs. Any specific assistance method or requirement requested by the patient will receive the utmost consideration. Eyes by Design Ltd reserves the right to reschedule patient care if the need for language assistance was not communicated to the office before the time of the appointment.

Any patient concerns regarding their rights under this policy should be directed to the Office Manager.

All Staff will be trained and continually updated regarding this policy.