

**LHIC Access to Care Workgroup Meeting**  
**7.17.14 – 10:00 a.m.**  
**Minutes**

The following work group members were present: Yasmin Viera, Healthy Howard; Bob Anantua, Build Haiti Foundation; Brian England, British American Auto Care; Brian Jolles, We Promote Health; Rosimar Melendez, Horizon Foundation; Ruby Parker, Healthy Howard; and, Katie Meara, Chase Brexton Health Services.

Also present: Wendy Wolff, Maryland Nonprofits, and Alvaro Ortiz, LHIC Program Manager.

The meeting began with introductions of all members who were present.

After introductions, the group reviewed the minutes from last meeting and approved them.

There was a lot of time dedicated to discussing the different barriers a person might have when accessing care - language barrier was one of the most discussed. Consequently, the group discussed ways to improve access to care and ways to minimize the language barriers.

Some of the ideas discussed were:

- Translating prescription instructions into client's native language.
- Assisting with contacting doctor's office/making first appointment.
- Ensuring physician's office have staff available who can interpret when needed.
- Educating staff so they can effectively provide services to LEP population.

There were issues that were expressed by members associated with the ideas above. These were:

- Cost of providing interpretation services is too high.
- The diversity of languages that are potentially needed. Member – Katie Meara from Chase Brexton stated some of the languages Chase Brexton patients most commonly use - Spanish, Chin, Farsi, Korean, Chinese and French.
- Staff members not having the proper training/credential to interpret.

Other comments:

Try to find existing data on the languages that are most needed in the county.

Creating and consolidating a list of the different providers in the county and the available language services they each provide.

Action Items:

Group members will create a patient care continuum before next meeting.

Next Meeting:

Next meeting will be schedule using a doodle poll.

Respectfully Submitted,  
Alvaro Ortiz  
LHIC Program Manager