



Office of  
Equity & Inclusion

### **How to use the Preferred Language Card**

The Preferred Language Card is a language access tool designed to improve communication between a consumer with limited English proficiency (LEP) and health care providers in general.

This card assists health care providers and their staff to quickly identify the consumer's preferred spoken language and to contact an interpreter.

Please note that Title VI of the Civil Right Act directs agencies receiving federal funding to provide free interpretation services to LEP persons.

For additional information and resources visit: [www.lep.gov](http://www.lep.gov)

You can find Preferred Language Cards in multiple languages at the Oregon Health Authority's website located at this link:

<https://inside.dhsoha.state.or.us/oha/office-of-equity-and-inclusion/language-access-policy.html>

### **Instructions:**

- Ask the consumer for their preferred spoken language
- Record the preferred spoken language in the consumer's permanent record
- Provide a Preferred Language Card in the consumer's chosen language
- Recommend the consumer to carry a card and present it every time they need interpretation services.
- If the card is lost, please replace it immediately.

For questions about language access services contact:

Dr. David Cardona  
Language Access Coordinator  
Oregon Health Authority  
[Languageaccess.info@state.or.us](mailto:Languageaccess.info@state.or.us)