



MEMORANDUM

To: Maine EMS Agencies

From: J. Sam Hurley
Director, Maine EMS

Date: July 19, 2021

Subject: Language Line Access for Persons with Limited English Proficiency (LEP)

Maine EMS is issuing this memo to remind EMS agencies that they must have translation capacity for persons with limited English proficiency (LEP) as required by various state and federal laws including, but not limited to the Affordable Care Act, Americans with Disability Act, and Title VI.

In the event of a medical emergency, it is critical that EMS clinicians are able to effectively communicate with patients and/or their families to obtain informed consent, a complete medical history, and a thorough assessment on every patient encounter no matter the patient's primary and/or preferred language. Failing to provide language access services could possibly result in action by the Federal Office of the Inspector General as well as other civil and administrative liabilities including action by Maine Board of EMS.

While public safety answering points (PSAPs) or 911 centers have access to translation services through the Public Utilities Commission, these services are not necessarily available to agencies wishing to call in and utilize them. It is necessary for EMS agencies to ensure that they are able to provide these services by developing a formal relationship with their dispatch center in this context or a relationship with a translation services contractor. In an effort to provide solutions, Maine EMS has included the following resources that may be utilized by our licensees. These Master Agreements have been negotiated by the State of Maine's Division of Procurement Services and may be used by state entities, cities, counties, municipalities, higher education, school districts, and other political subdivisions. EMS agencies that do not fall within those specific categories should still reach out to these vendors as they may still honor the state pricing as public safety entities. Maine EMS cannot guarantee that these vendors will honor the prices for for-profit entities.

There are no retainer fees for services to engage with these interpreting services, rates are solely based on per minute usage. Rates range from \$0.71 to \$0.77 per minute.



All four of the service contractors listed below are required to maintain compliance with HIPAA and HITECH rules regarding personal health information disclosed during the call.

Agencies can reach out to the point of contact for the desired service to create an account. However, it is incumbent on the agencies to ensure that all EMS clinicians working for the service have training on how to access the interpreting services.

Telephonic Interpreting Services

Corporate Translation Services, Inc. DBA Language Link

[Master Agreement Service Contract](#)

Point of Contact:

Sara Gamble, Director of Sales and Marketing

sales@language.link

Telephone Number: (360) 433-0441

Cost per Minute: \$0.72

Interpreters Unlimited

[Master Agreement Service Contract](#)

Point of Contact:

Yammy Arega

Yammy.arega@interpreters.com

Telephone Number: (858) 275-2590

Cost per Minute: \$0.71

Sign Language USA

[Master Agreement Service Contract](#)

Point of Contact:

Jeff Ingram

jeff@signlanguageusa.com

Telephone Number: (240) 753-6941

Cost per Minute: \$0.77

Telelanguage, Inc.

[Master Agreement Service Contract](#)

Point of Contact:

Tim Bernal, Account Executive

tbernal@telelanguage.com

Telephone Number: (888) 983-5352

Cost per Minute: \$0.75



There are also American Sign Language and Video Remote Interpreting Services available should an organization wish to utilize those. They can be found on the Maine Department of Administrative and Financial Services' Division of Procurement Services Statewide Master Agreements [site](#). These services are also available to all participating state entities, cities, counties, municipalities, higher education, school districts, and other political subdivisions.

If you have any additional questions, comments, or concerns, please do not hesitate to reach out to Maine EMS via email at maine.ems@maine.gov or (207) 626-3860.