



The New York Academy of Medicine

At the heart of urban health since 1847

1216 Fifth Avenue
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August 6, 2009

Dear Pharmacist,

The New York Academy of Medicine (NYAM) is an independent non-profit organization that addresses health challenges facing urban populations through interdisciplinary approaches to innovative research, education, community engagement and policy leadership. Together with the New York Immigration Coalition, a non-profit member based policy and advocacy organization dedicated to improving the lives of immigrants in New York, we invite you to be listed in an on-line directory of pharmacies offering language access services for its Limited English Proficient (LEP) patients.

This new, on-line directory will include pharmacies that at a minimum provide:

- Signs notifying clients about the availability of free language assistance services;
- Verbal communication assistance with LEP clients through one or more preferred means, including bilingual pharmacists, trained medical interpreters, or use of a telephonic language line.

This directory is not intended as an advertisement or an endorsement of your business. Nor does it certify full compliance with federal and local language access laws. Rather the directory is a free service for those seeking language assistance services in pharmacies in New York City. We recognize the need for improved language access services in pharmacies throughout New York, and hope that this guide will encourage best practices in this field in accordance with the law.

Our on-line directory will include the following information about your pharmacy:

Pharmacy Name
Address
Website/ telephone/fax number
Languages served
Types of language assistance services
Hours of Operation
Types of Insurance Accepted

This on-line directory will be a webpage that can be accessed by the public, including health care providers, pharmacists, patients, community organizations, etc. There will be sections of the website for patients and practitioners who are seeking information on language services in pharmacy settings. The directory will include information on patients' rights, background on the issue of language access in pharmacy settings, and the importance of full comprehension of medication instructions and medication adherence. It will also offer information on how to ensure patients access language appropriate pharmacy care.

In order to be included in this directory, we ask you to please verify that you or an authorized party agrees to have the following information listed on the website.

Name of Pharmacy

Address

Telephone

Fax

Website/ email

Hours of Operation

Languages Served

Types of Insurance Accepted

Types of language assistance services (Only checked services will appear in on-line directory):

- | | |
|---|---|
| <input type="checkbox"/> Signage in ____ (#) Languages
What languages? _____ | <input type="checkbox"/> Telephonic Language Line |
| <input type="checkbox"/> Bilingual Staff with Medical Interpreter Training | <input type="checkbox"/> Translated Labels |
| <input type="checkbox"/> Bilingual Staff without Medical Interpreter Training | <input type="checkbox"/> Other: _____ |
| <input type="checkbox"/> Bilingual Pharmacists | |
| <input type="checkbox"/> I agree that this pharmacy can be listed in an on-line directory of pharmacies offering language assistance services for LEP individuals and recognize that this directory is not intended as an advertisement, endorsement, or certification of compliance with federal or local language assistance laws. | |

Authorized Signature

Date

Please fax this to Jon Gass at 212-876-6220, or by email at jgass@nyam.org.

Sincerely,



Linda Weiss, PhD