



Holiday Surge Language Access Hospitals & Clinics Checklist

For Hospital and Clinic Administrators, Compliance Officers, and Language Services Coordinators

A practical guide to ensure smooth workflows for **LEP (Limited English Proficiency)** and **Deaf/Hard-of-Hearing patients** during holiday and seasonal surges.

STEP	ACTION / CONSIDERATION
1	Review historical LEP patient data – Identify peak LEP periods (holidays, flu season, respiratory outbreaks).
2	Map high-volume departments or units – ED, ICU, inpatient wards, outpatient clinics, specialty units.
3	Schedule interpreter coverage – Ensure availability during peak periods via onsite, OPI, and VRI/ASL.
4	Engage a 24/7 interpreter provider – Contract with a provider offering certified OPI, VRI, and ASL services.
5	Define internal protocols – Who can request interpreters, which modality to use, escalation flow.
6	Train staff – Clinical and administrative teams trained on interpreter use and cultural competence.



LANGUAGE
NETWORK





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7	Document all LEP encounters – Record language, interpreter type, date/time, and staff involved.
8	Maintain an interpreter overflow pool – Ready to cover unexpected surges or staff shortages.
9	Establish usage metrics – Track calls, wait times, language distribution, and peak hours.
10	Review metrics weekly during surge periods – Adjust coverage or staffing as needed.
11	Ensure ASL coverage – Certified ASL interpreters or VRI available for Deaf/Hard-of-Hearing patients.
12	Communicate standards – All staff must use professional interpreters; services are standard, not optional.

TIPS FOR IMPLEMENTATION

- Combine this checklist with your **existing surge planning** to ensure LEP workflows run smoothly across all departments, units, and clinic specialties.
- Use **tracking and documentation** to identify bottlenecks and adjust interpreter coverage proactively.
- Include **staff training sessions** before peak periods to ensure everyone knows the protocols and tools available.

Customized Language Services for Healthcare Providers



200+

Languages



6000

Clients



4000

Translators

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- **Specialty Clinics**
- **Public and Community Health Organizations**
- **Language Access Departments**



**Video Remote
Interpreting**



**Over-the-Phone
Interpreting**



**ASL
Interpreting**



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