Thank you for the opportunity to present my testimony,my name is Marisa Gillio, I am Certified Medical Interpreter, the CTMHP Language Services Co-chair, and I am the Co-founder of My Language Link.I support this bill because I aim to provide affordable solutions for healthcare professionals seeking to provide equitable rights and care for minority patients.I am passionate about protecting the rights of the interpreters, and providing them with a working environment that does not take their role for granted because they are the verbal link between patients and providers.

I have assemble the following comments about bill H.B. 5385

Line (2) Ensure [, to the extent possible,] the availability of Certified Medical or Qualified Medical interpreter services to patients whose primary language is spoken by a group comprising not less than five per cent of the population residing in the geographic area served by the hospital;

Line (3) Prepare and maintain a list of qualified interpreters;

To be able to determine the availability of qualified/certified interpreters and be able to create and maintain an updated list of qualified interpreters, it can be proposed that a Centralized Interpreting Management Scheduling System (CIMS) be used.This will be translated into a reduced administrative cost of approximately 70% to the facilities that are requiring access to language services, without sacrificing quality versus quantity, obtaining a better health care outcome and a better rate to the interpreters.This system are able to collect data and provide information about the level of certification and qualifications of each interpreter that provide services to our communities . This service will help the State to compile a list of interpreters, and ensure the quality of languages services that patients deserves. In addition, the use of an automatic management system has proven to be useful in reducing administrative cost to hospitals and entities that are required to provide access to language services. Also,it provides interpreters flexibility in their work schedules, assignments, and better salaries. This system is already working in the state of Washington and it is being tested in New Mexico.

And also to assure the quality of interpreters that our patients and healthcare providers deserve, we can create our own state certification like California, Washington, Oregon and Utah;

Line (6) Review standardized forms to determine the need for translation for use by non-English-speaking patients and ensure that provisions are made for consent forms and discharge instructions and important health information are made available to the patient in their preferred language;

Line (8) Establish liaisons to non-English-speaking communities in the geographic area served by the hospital . For example, to use the 211 info line to inform the community and the providers about language services that are available through the Centralized interpreting Management Scheduling System. They will have access to a qualified interpreter over the phone, on –site or

video remote. This will be a faster service with easier accessibility, be cost effective and have a better health outcome.)

By passing this Bill, Connecticut will create a strong body of interpreters workforce that will be able to impact our citizens health outcomes and clearly many studies have proven that poorly administered language services and language barriers correlate strongly with poor heathcare outcomes. Please support bill H.B. 5385, so that good healthcare in Connecticut will become the right of everyone, and not the privilege of a few.

Please,if you need more information feel free to contact me I will be happy to assist you

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