




LANGUAGE ACCESS AND COMMUNICATION SERVICES CENTER


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Language Access and Communication Services Center serves as a full-access concierge for patients, visitors, staff and community members as they navigate the many services MetroHealth offers. Services are offered at no additional cost to patients and visitors in an accessible, engaging, user-friendly and centralized location.







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- MetroHealth strives to continually improve the health of the community and its diverse population, and recognizes the importance of helping people of different cultures, beliefs and behaviors.
 - The Language Access and Communication Services Center provides an opportunity to meet patients' social, cultural and linguistic needs.
 - This center breaks down unnecessary barriers to health care and positively impacts the entire patient experience.
 - We are committed to ensuring every patient, regardless of language spoken, is a full partner in the care they receive.



LACS Center is open 9 a.m. to 5 p.m. Monday-Friday, provides:

- Bilingual Spanish/English speaking staff
- Assists patients/visitors with multiple services
- Access to telephonic interpreters fluent in more than 200 languages

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- Employee Language Bank to optimize the diverse linguistic talents to support the communication needs of our providers and patients
 - Bilingual Staff Continued Education and Training
 - Cultural Education provided to all staff
 - Translated Medical Resources For Patients Education

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- Direct Response Line – is a customized and dedicated in-language toll free number in the 5 top languages requested at MetroHealth: and they are: Arabic, Cantonese, Mandarin, Spanish and Vietnamese
 - Deaf Talk to LLUc (IPADS with LLUc App for American Sign Language Interpretation – is a service whereby the interpreter, patient and provider can see each other
 - Collaboration with agencies serving new Americans and International visitor