

**STANDARD 1.2 INFORMATION ABOUT THE
PRACTICE**

Criterion 1.2.3 Interpreter services

Our practice has policies and procedures for communicating with patients who are not proficient in the primary language of our GP(s).

Indicators

- ☞ A. Our GP(s) and staff who provide clinical care can describe how they communicate with patients who do not speak the primary language of our practice's GPs (interview).

- ☞ B. Our practice has a list of contact numbers for interpreter services (document review).