FAMILY SOLUTIONS COUNSELING CENTER

Language Assistance Policy

Our Commitment

Family Solutions Counseling Center is committed to meaningful access to its services for patients who have limited English proficiency or who communicate primarily in a language other than English.

Available Assistance

Qualified oral interpretation and other appropriate language assistance services are available at no cost when needed for meaningful access to care. We arrange assistance for appointments, intake, consent discussions, treatment information, and other important communications, as required by law.

How to Request Assistance

Patients, families, and representatives may request an interpreter or other language assistance when making an appointment, during check in, or at any point in care. Please tell us your preferred language and the type of assistance you need. We will make appropriate arrangements in a timely manner.

Respectful and Accurate Communication

Patients are not required to bring their own interpreter. Staff will use qualified language assistance resources as appropriate and will not rely on unqualified individuals when prohibited by law. Written materials may be translated or explained through appropriate assistance when required.

Questions or Requests

Phone: 318-322-6500
Email: info@fs-pms.com