**Background**

- **Communication and health literacy**: major problem for Limited English Proficient (LEP) families.
- Several studies have shown that low health literacy adversely affects overall quality of care.
- Colorado has the 9th largest Hispanic population (18.7% of total population) and 55.1% of immigrants are considered to have LEP.
- The federal government mandates that providers adequately communicate with patients with LEP under Title VI.
- LEP patients may have to rely on drug label translations in order to promote adherence and literacy.
- Inconsistencies throughout the US regarding pharmacies' capability and rates of translating prescriptions.

**Aims and Objectives**

- To investigate whether community-based clinics serving high populations of Spanish Speaking Only (SSO)/LEP patients have the means to request or provide Spanish drug label instructions and whether there is a mechanism for ensuring that the instructions have indeed been translated.

**Methods**

- Community-based clinics (N=10) serving a low-income, high-minority population were identified through a leading health foundation in Colorado.
- The foundation selected these clinics to participate in their efforts to improve the cultural competency of these agencies.

**Survey Questions**

1. Do you have patients that request prescription drug label instructions in Spanish?
2. Are patients able/allowed to request prescription drug label instructions in Spanish?
3. Do you record on the prescription that there is a request for Spanish label instructions?
4. Is there a protocol in place to ensure that patients receive Spanish label instructions?
5. Do you fill prescriptions within your clinic?
6. Do patients fill prescriptions in outside pharmacies?
7. Do you follow up with patients that requested Spanish drug labels to ensure that they received these translated drug labels?

**Results**

- Fig 1 - Bar graph showing the percentage of “yes” answers.
- Fig 2 - Cross tabulation results for each question in a successive manner.
- Fig 3 - Cross tabulation results for “Internal Pharmacy” question vs. “Follow up”.

**Conclusion**

- 8 out of 10 clinics - SSO pts that request translations.
- 4 out of 10 clinics - No internal pharmacy.
- 8 out of 10 clinics – No system to ensure that patients received prescription translations.
- 7 out of 10 clinics – No routine follow up.

- Clinics with a protocol in place are more likely to also have policies to follow-up and record patient requests for translated drug labels.
- Standardized and layered system beginning with a protocol may result in a more comprehensive process.

**Limitations**

- Number of clinics (N = 10).
- Questionnaire design.

**Acknowledgements**

- Participants.
- Erica Baruch: The Partnership for Families and Children.

**References**

- The authors have no conflicts of interest.

Funded by the President's Fund for the Support of Student Diversity and University of Colorado Anschutz Medical Campus Office of Diversity and Inclusion.