



## Information for Non-English Speaking Patients

It is Benevere Specialty Pharmacy's policy that staff members MUST communicate with a patient in a language and/or format that the patient can understand. We consider communication successful when the patient and/or caregiver can repeat back in their own words and/or communication method all the important information about the service provided.

When a patient does not easily communicate in English, Benevere Specialty Pharmacy's staff is trained to identify this early and use our translation service provider, Language Line, to assure we can provide information in a way the patient can easily understand. Benevere approaches communicating with our Non-English speaking patients various different ways depending of the patient's needs:

- Our staff is trained to identify language barriers from the earliest patient contact. Language barriers are never ignored.
- Our staff is trained to determine what the patient's desired method of communication is (i.e. translation via a family member that is trusted, translation via Language Line) and uses the preferred method of communication whenever possible.
- Our staff identifies in which language the patient prefers prescription labels and printed materials to be provided (i.e. English so a family member/caregiver can assist the patient, the patient's native language).

If you are a patient that requires special accommodations or would like to learn more about Benevere's ability to meet your needs, please contact us via the contact information below:

(855) 344-8724  
[language@beneverepharmacy.com](mailto:language@beneverepharmacy.com)