

# Language Access in Pharmacies

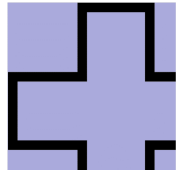
## The New York Experience

Diversity Rx Webinar - December 11, 2009

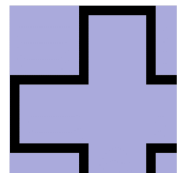


# Overview

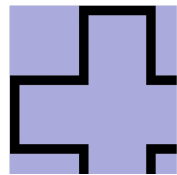
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About NYLPI & Our Language  
Access Work



The Pharmacy Campaign



Outcomes & Future Goals



# NYLPI's Mission

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New York Lawyers for the Public Interest (NYLPI) is a nonprofit, civil rights law firm that strives for social justice.... NYLPI helps underrepresented people develop legal strategies to serve their vision for themselves and their communities.



# Our History with Language Access

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Key community partners: Make the Road New York, New York Immigration Coalition

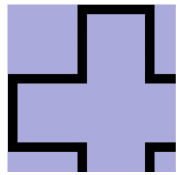


Civil Rights Complaints Against Hospitals -- agreements with Brooklyn, Wyckoff, Woodhull, Medisys Network & Continuum Health Partners



New State Hospital Language Access Regulations promulgated September 2006





# The Pharmacy Campaign



# Confluence of Factors

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Community members begin reporting language barriers in pharmacies



New York Academy of Medicine releases study on medication label translation (or lack thereof)



Ambitious new Attorney General, with expanded civil rights bureau

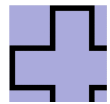


# Legal Approach

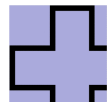
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Title VI of the Civil Rights Act of 1964



State Education Law: counseling and labeling provisions for pharmacies



New York City Human Rights Law

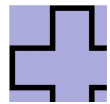


# Community & Media Approach

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Filing of complaints accompanied by actions in front of pharmacies; one in front of AG's office



Know-your-rights and community education efforts



Extensive media outreach to local, ethnic and national press (radio, print & TV)



# Legislative Approach

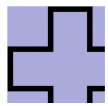
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Media piece & community mobilization attracted attention of local elected officials

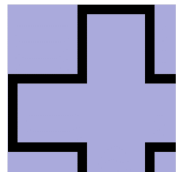


Introduced City Council bill on language access in pharmacies



Worked closely with electeds to draft legislative, negotiate & lobby for bill





# Outcomes & Future Goals

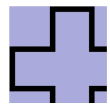


# The Wins

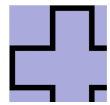
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Statewide settlement agreements with 7 major chain pharmacies in NYS: impacting 2000 stores, 2M people



Passage of Language Access in Pharmacies Act in NYC Council -- September 3, 2009



Established basis for advocacy on this issue in other parts of the country

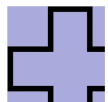


# The Future: State Efforts

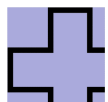
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Medication Label Standardization a la California



Make linguistic competency training required as part of pharmacist continuing education



Codify language access settlements statewide



# Thank You!

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