

## Limited English Proficiency and Accessibility Requirements for Oregon Pharmacies, Effective Jan. 1, 2021

The Oregon Board of Pharmacy has [filed rules](#) that require Oregon pharmacies to ensure that patients with Limited English Proficiency (LEP) can get information about their prescriptions in a language they prefer, effective Jan. 1, 2021.

- The rules apply to any drugs dispensed directly to patients for self-administration.
- The prescribing provider, patient or the patient's representative may ask the pharmacy for written and spoken translation services as described below.

The Oregon Health Authority (OHA) encourages all Oregon Health Plan pharmacies to increase awareness about these requirements.

### Prescription labels and informational inserts

Oregon Administrative Rule (OAR) [855-041-1132](#)(2) requires pharmacies to make labels and inserts available in English and the following languages:

- |                        |            |
|------------------------|------------|
| ■ Spanish              | ■ Korean   |
| ■ Russian              | ■ Romanian |
| ■ Somali               | ■ Swahili  |
| ■ Arabic               | ■ Burmese  |
| ■ Chinese (simplified) | ■ Nepali   |
| ■ Vietnamese           | ■ Amharic  |
| ■ Farsi                | ■ Pashtu   |

### Oral interpretation services

OAR [855-041-1040](#)(10) requires pharmacies to provide oral interpretation and translation services for any patient who is of limited English proficiency.

### Required signage about LEP services

OAR [855-041-1035](#)(9) requires pharmacies to post signage about the right to free, competent oral interpretation and translation services for patients who are of limited English proficiency, in compliance with federal and state regulations.

### Questions?

Thank you for helping Oregon Health Plan members understand how they can get their prescription directions in a language that they prefer, both for a better understanding of their medical treatment, as well as their personal safety.

If you have questions about the Oregon Board of Pharmacy rules, please email the Board at [PHARMACY.RULEMAKING@oregon.gov](mailto:PHARMACY.RULEMAKING@oregon.gov).