


**Behavioral Health Care and Interpreter Services Chart**  
(E. Stitt, 2018)

<p>Service Provision using Culturally and Linguistically Appropriate Services (CLAS) Standards and Trauma-Informed Care</p> 	<p><b>DISCHARGE</b></p> <ul style="list-style-type: none"> <li>- Patient/Family Education</li> <li>- Medication Instruction</li> <li>- Billing, Insurance, etc.</li> <li>- Next Steps</li> </ul>	<p><b>QPBHI &amp; QBS</b></p> <p>Special Training in:</p> <ul style="list-style-type: none"> <li>- Group Interpreting</li> <li>- Medication</li> <li>- Discharge planning and instruction</li> <li>- Billing</li> </ul>
	<p><b>REFERRAL AND REVIEW</b></p> <ul style="list-style-type: none"> <li>- Case Evaluation</li> <li>- Treatment Planning Review</li> <li>- Medication Review</li> <li>- Support Services (Housing, Employment, etc.)</li> <li>- Allied Services (Court, School, Social Services, etc.)</li> <li>- Next Steps (Group Home, etc.)</li> </ul>	<p><b>QPBHI</b></p> <p>Special Training in:</p> <ul style="list-style-type: none"> <li>- Medication</li> <li>- School Interp. System</li> <li>- Social Service System</li> </ul>
	<p><b>TREATMENT</b></p> <ul style="list-style-type: none"> <li>- Counseling Therapy <ul style="list-style-type: none"> <li>o Individual or Group</li> </ul> </li> <li>- Medication</li> <li>- Outpatient</li> <li>- Day Treatment</li> <li>- Hospitalization (Voluntary or Involuntary Confinement)</li> </ul>	<p><b>QPBHI</b></p> <p>Special Training in:</p> <ul style="list-style-type: none"> <li>- Group Interpreting</li> <li>- Special Populations</li> <li>- Specific areas such as substance use, trauma, refugee, etc.</li> </ul>
	<p><b>INTAKE INTERVIEW</b></p> <ul style="list-style-type: none"> <li>- Medical History</li> <li>- Family History</li> <li>- Psychological/Psychiatric Evaluation</li> <li>- Court Records</li> <li>- Medication</li> <li>- Crisis Management</li> </ul>	<p><b>QPBHI</b></p> <p>Special Training in:</p> <ul style="list-style-type: none"> <li>- Psy. Testing</li> <li>- Psy. Interview</li> <li>- Medication</li> <li>- Crisis Management</li> </ul>
	<p><b>FRONT DESK/REGISTRATION/ADMISSION</b></p> <ul style="list-style-type: none"> <li>- Fill-out Personal Information Form, HIPAA, Medical History, Language Access Needs, Insurance, etc.</li> <li>- Explanation of Benefits, Clarification, etc.</li> <li>- Consult and Referral</li> <li>- Labs &amp; Scans</li> <li>- Co-pay or payment options</li> <li>- Instruction for next step, next appointment, arrangement for interpreter, etc.</li> </ul>	<p><b>QBS* &amp; QPBHI**</b></p> <p><i>* QBS- Qualified Bilingual Staff</i> <i>**QPBHI – Qualified Professional Behavioral Health Interpreter</i></p>

**Process to Access Behavioral Health Care**

**Interpreter's Qualification**