

1. Why is this legislation needed?

Approximately **1 out of 5** emergency room visits are preventable, medication-related visits. The Institute of Medicine estimates that the annual cost nationwide of preventable, medication-related injuries due to increased emergency room visits and hospital admissions is **\$3.5 billion**.

2. Isn't there already a law that requires translated labels and oral interpretation at pharmacies?

- No. Currently no Oregon law requires prescription drug containers to be labeled in a language that the patient can read.
- Federal law and Oregon administrative rules do require oral interpretation at pharmacies however, compliance with laws mandating signage about the right to interpretation or use of interpreters is infrequent and inconsistent.

3. Aren't there other reasons, besides LEP, that people do not take their medication as prescribed?

- Yes. This bill only addresses one aspect of a complex issue. Translating labels to make them readable is a simple and effective way to prevent costly medication errors.

4. Will this law make a difference?

- Yes. California and New York both passed laws mandating improved language access in pharmacies. Those laws have worked: 70% more pharmacies in New York used interpreters to assist patients after the law was passed and a majority of pharmacies started providing translated prescription drug labels.

5. Do any pharmacies already have the software capability for translating prescription labels?

- Yes. Chain pharmacies in Oregon have the capability to translate into many languages, but because Oregon does not require it, it is rare for Oregon chain pharmacies to translate labels for their patients who cannot read English. Prescription translation software that integrates with a pharmacy's dispensing software is widely available. Creating a resource bank of translated directions may be another option.

6. How much will this cost?

- Costs will vary depending on whether a pharmacy is part of a chain but even small pharmacies will not face significant costs. For example, independent Pharmacy.com in Southeast Portland currently translates prescription labels into 5 languages and has software that allows them to add an additional language for \$40/month.