



Effective: 2/1/2010
Final Approved: 10/1/2014
Last Revised: 10/1/2014
Next Review: 9/30/2017
Owner: *Janice Ferguson: Asst VP-
Patient Care Services*
Policy Area: *Nursing*
References:
Applicability: *Eden Medical Center*

Interpretation Services: Communicating With Non-English Speaking Or Hearing Impaired Persons, Clin1102

POLICY:

EDEN MEDICAL CENTER WILL PROVIDE LANGUAGE AND/OR HEARING IMPAIRED INTERPRETER SERVICES ON A 24-HOUR A DAY, 7-DAY A WEEK BASIS, AS NECESSARY AND AT NO COST TO PATIENTS, FAMILY MEMBERS, AND PATIENT REPRESENTATIVES WHO REQUIRE INTERPRETER SERVICES IN AREAS IMPORTANT TO PATIENT CARE, INCLUDING INFORMED CONSENT TO MEDICAL TREATMENT AND PROCEDURES, UNDERSTANDING PATIENT RIGHTS, HOSPITAL ROUTINES AND EXPECTATIONS, AND THE OPPORTUNITY TO COMMUNICATE INDIVIDUAL NEEDS AND CONCERNS.

THE MEDICAL CENTER WILL ADVISE PATIENTS THAT INTERPRETER SERVICES ARE AVAILABLE BY POSTING A NOTICE IN THE ALL PATIENT REGISTRATION AREAS, HOSPITAL LOBBIES, AND AT THE OUTPATIENT REHABILITATION FACILITY. TDD (TELECOMMUNICATION DEVICE FOR THE DEAF) ACCESS WILL BE INCLUDED IN SUCH POSTINGS.

THE ADDRESS OF THE LICENSING AND CERTIFICATION DISTRICT OFFICE WILL ALSO BE POSTED IN THE SAME AREAS, WITH INSTRUCTIONS FOR REFERRAL OF COMPLAINTS.

PURPOSE:

To ensure effective communication with patients and their representatives who are unable to communicate in English or who are hearing impaired.

To provide guidelines and to ensure proper procedures communicating with persons who are non-English speaking, limited-English speaking, or hearing impaired.

To comply with Federal, State, and Joint Commission regulations.

IDENTIFYING THE PATIENT NEEDING INTERPRETATION

- A. - When a patient is admitted, the patient's preferred communication language, including English, will be recorded in the medical record. -

- B. - As appropriate, the Patient Registration staff will communicate to the patient or responsible party that - bilingual and/or American Sign Language interpretation will be provided at no cost to the patient. If - requested or otherwise determined to be required, Interpretation services will be provided before any - treatment or care is initiated unless life-saving measures are needed. -
- C. - The CyraCom Language Card should be kept readily available to quickly identify the language needed by the patient. Please read the instructions for proper use of the card.
- D. - Communication with the patient or responsible party should done in the most effective manner until an - interpreter arrives which may include written notes and/or language pictographs. -

INTERPRETATION SERVICES AVAILABLE AT EDEN MEDICAL CENTER

A. - Telephone Interpretation Services – for spoken languages

1. - In most instances, once a patient has been identified as needing language interpretation services, telephone interpretation service should be used.
2. - **Cyracom International** is the commercial telephone interpretation service used at Eden Medical Center for non-English speaking patients. This service specializes in medical (and police) terminology and is available 24 hours a day and seven days a week.
3. - The nurse or other employee should access the special BLUE dual handset telephones and follow the instructions on the phone to arrange for interpretation in the patient's language.
 - a. - Both parties are connected to the translator after the caregiver presses the appropriate codes to access the correct language.
 - b. - If the language is undetermined, there is a special code that allows the CyraCom operator to determine the patient's language. Operating instructions are located with each phone.

B. - American Sign Language

1. **International Effectiveness Centers (IEC)** provides interpretation in American Sign Language (ASL) for Eden's hearing impaired patients (and persons who are decision makers and/or participating in the care a hearing impaired patient).
2. - Any employee may request an ASL interpreter by calling IEC Toll Free 800-292-9246. Provide the following information:
 - Your name and phone number and FAX number
 - Name of facility/health care provider
 - Name of patient
 - Time and date needed
 - Location and area (Emergency Department, Room Number, etc.)
3. - IEC will fax the confirmation of services with the name of the interpreter and other pertinent information.

C. - Face to Face (In person) Interpretation

1. Situations in which an In-person Interpretation should be arranged include, but are not limited to:
 - a. - Patient Care Conference, when deemed appropriate

- b. - Physician request
 - c. - Patient request
 - d. - Staff recommendation
2. - In any of the situations above an employee may request a face to face language interpreter by calling IEC Toll Free 800-292-9246. Provide the following information:
- Your name and phone number and FAX number
 - Name of facility/health care provider
 - Name of patient
 - Time and date needed
 - Location and area (Emergency Department, Room Number, etc.)
3. - IEC will fax the confirmation of services with the name of the interpreter and other pertinent information.
4. - The employee requesting the interpreter should inform the charge nurse or house supervisor of the request.
5. - Human Resources will maintain a list of medical center interpreters who have successfully completed the Sutter Certification evaluation. These persons generally are available only for interpretation within their department and the scope of their job description.

D. - WRITTEN COMMUNICATION:

1. - When the organization determines that a significant portion of their patient population speaks a certain language or dialect, key documents will be translated, using certified translators, into that language. In all other instances, translation services, as described above, will be utilized to read the documents to the patient.

GENERAL GUIDELINES FOR INTERPRETATION SERVICES

- A. - Whenever possible, schedule interpreters ahead of time.
- B. - Cancel appointments when necessary to avoid unnecessary charges. IEC has a 24-hour cancellation policy. -
- C. - Use interpretation services for Medical Center business only.
- D. - Be prepared to use the service as soon as possible after the interpreter gets on the line (for phone - interpretation) or arrives (for in person ASL or language interpretation). Physical arrangements, the presence of the patient/guest/ family members, etc., should all be in place before the call is made or person arrives, since billing begins as soon as the interpreter is on-line/arrives. -
- E. - The interpreter should be expected to interpret only. He/she should not be asked to intervene, counsel, argue, etc. on a one-to-one basis with the patient/family member/visitor. -
- F. - The caregiver should document all interpretation services in the patient's chart by indicating the name or identification number of the interpreter in the medical record.
- G. - Invoices for services will be charged to the department where the patient was located.

Attachments:

No Attachments

	Committee	Approver	Date
	Policy Owner	Janice Ferguson: Asst VP- Patient Care Services	9/2/2014
	CPPC	Janice Ferguson: Asst VP- Patient Care Services	9/9/2014
	MEC	Victoria Drueckhammer: Manager-Medical Staff Svcs	9/24/2014
	BOD	Victoria Drueckhammer: Manager-Medical Staff Svcs	10/1/2014