



Sutter Roseville Medical Center

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Owner:	Martha Koen: Dir, Care Management
Policy Area:	Administrative
References:	
Applicability:	Sutter Roseville Medical Center

## Interpretive Services for Patients with Language or Communication Barriers, III.a.03

### POLICY:

SRMC shall ensure the full participation of limited English-Proficient (LEP) patients in the services and benefits it provides. LEP patients will be notified of their right to an interpreter at no cost to the patient. **In addition, LEP patients will be informed of the benefits of using interpretive services and the risks of not using these services** in any situation where communication is necessary. This includes the registration/ admitting process, and inpatient and outpatient services. **If the patient wishes to use their own interpreter, SRMC must at least provide informed consent in a language the patient can understand. This means staff would need at a minimum to use the language line telephone or video remote interpreting service for informed consent and to have the patient appoint their own interpreter.** In general, children should NOT be used for interpretive services. Notices that advise patients and their families of the availability of interpreters, and the procedure for obtaining an interpreter will be posted in conspicuous locations, i.e., emergency room, admitting area, entrance area, and in outpatient surgery, imaging.

#### Patient communication options shall include:

- Sign language interpreters
- Assisted listening devices
- Telephonic language interpreters
- Video interpreters
- On-site language interpreters
- Translated written materials

### DEFINITIONS:

Limited English-Proficient or (LEP) means:

A limited ability or inability to speak, read, write, or understand the English language at a level that permits the person to interact effectively with health care providers or social service agencies.

"Interpreter" means:

An individual who mediates spoken or signed communication between people speaking different languages without adding, omitting, or distorting meaning or editorializing. The objective of the interpreter is for the complete transfer of the thought behind the utterance in one language into an utterance in a second language.

## **BACKGROUND:**

In compliance with the Health and Safety Code Section 1259, Title VI of the Civil Right Act, and other applicable state and federal codes, laws, rules, and regulations, Sutter Roseville Medical Center (SRMC), will provide interpretive services in order to facilitate equal and effective health care delivery. Telephonic and limited video interpretive services are available immediately 24 hours a day, seven days a week. On-site interpreters are available within one hour of request 24 hours a day, seven days a week.

When an interpreter is the preferred method of communication, an interpreter may assist the patient and hospital staff in any situation in which effective communication is necessary:

- Obtaining the patient's medical history
- Explaining diagnosis, treatment and prognosis of any illness
- Explaining the need for "Advance Directive" information
- Obtaining an informed consent for surgery or any invasive procedure (except when there is a medical emergency or the patient is unable to give consent)
- Communication during preparation for surgery and recovery after surgery
- Explaining prescribed medication, how and when they are to be taken and possible side effects
- Obtaining permission for treatment decisions
- Explaining patient follow-up care upon discharge from the facility
- Patient complaints
- Assisting registration/admission process
- Discharge instructions

## **EQUIPMENT/ASSISTIVE DEVICES:**

1. The following equipment devices shall be available for use by hearing impaired persons:
  - TDD Phones; for use in patient rooms, located in the ED and Nursing Office.
  - All patient room televisions have closed caption capability
  - Printed directions for the equipment will be kept with the equipment.
  - Workstations with Video Remote Interpreting application
2. Equipment available to assist with language interpretation includes:
  - Dual headset-type telephones, which are located in the ED, Admitting, Diagnostic Imaging, Rehabilitation, Outpatient surgery, and all in-patient nursing units.
  - Speaker phones
  - Workstation with Video Remote Interpreting application

## **EMPLOYEE EDUCATION:**

1. Hospital commitment to Interpretive Services for patients with communication barriers shall be included in Employee Orientation.
2. Procedural access to Interpretive Services shall be reviewed in Employee Orientation.

## **ANNUAL REPORTING:**

This policy will be reviewed and evaluated annually, updated as necessary, and an updated copy of such

transmitted to the Department of Health Services which shall include a description of our efforts to ensure adequate and speedy communication between patients with language or communication barriers and staff.

Complaints regarding the quality of interpreter services should be directed to:

State of California  
Department of Health Services  
Licensing and Certification  
3901 Lennane Drive, Suite 210  
Sacramento, CA 95834  
(916) 263-5800  
1-800-554-0354  
Fax: (916) 263-5840

## INTERPRETIVE SERVICES GUIDELINES

SRMC insures full participation of Limited English-Proficient (LEP) patients in the services it provides. Interpretive services are provided without charge to the patient. In general, **children under the age of 15 are not allowed to provide interpretive services**.

## AVAILABILITY OF INTERPRETIVE SERVICES:

1. Cyracom Language Solutions (1-866-745-5010); Account #501022682; PIN#: 4536
2. Interlingva Interpreting Services (916-273-6799)
  - Use this service when an on-site interpreter is needed, and a certified employee is not available
  - Available 24x7
  - Need to give as much notice to the Interpretive Services Coordinator as possible, preferably at least 24 hours notice.
  - Available within one hour of placing request for urgent/emergent needs. The Administrative Supervisor may be contacted after hours for assistance in arrangements.
3. SLISA (Sign Language Interpreting Services), (916-483-4751)
4. Eaton Interpreting Services (916-721-3636) After Hours: (916-721-3636); Option 3; info@eatoninterpreting.com
5. Request a phone conference, using a TDD (Telecommunications Device for the Deaf) telephone or an on-site Sign Language Interpreter
6. Language Line Video Remote Interpreter Services, available on a limited number of workstations (see Admin Supervisors for assistance)

### Important tips:

1. For on-site interpreters, contact the SRMC Social Work Department Monday-Friday, 8:00 a.m. to 4:30 p.m. at extension 11857 or 11422. Weekends and after 4:30 p.m., contact the Admin Supervisor.
2. If the patient declines use of hospital interpretive services, the patient's preference (such as family member) needs to be documented in the medical record. Please discourage use of children under the

age of 15.

3. Document the use of an interpreter (identify if professional interpreter or family member) and the content of the conversation in the patient's chart. If using professional interpreter by Language Line, you must document identification number of interpreter.

All revision dates:

12/24/2019, 12/27/2017, 4/16/2017, 1/9/2017, 6/1/2005

## Attachments:

[Insight VRI Cart Template Troubleshooting Tips](#)  
[VRI Sign Language Protocol](#)

## Approval Signatures

Step Description	Approver	Date
Admin Team	Laura Latimer: Dir, Integrated Quality Svcs	12/24/2019
	Erik Angle: Coord, Emergency Management	12/24/2019
	Erik Angle: Coord, Emergency Management	12/24/2019

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