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 Owner: Mary Campbell: Mgr, IQS Svs & Risk Mgmt
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 Applicability: Sutter Solano Medical Center

Language Assistance and Translation Services

PURPOSE

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 Solano Medical Center, will provide interpretive services in order to facilitate equal and effective health care.

POLICY STATEMENT

Sutter Solano Medical Center provides interpreter services 24 hours a day/ 7 days a week for any patient or at staff request. Services may be provided by telephone through the Sutter contracted vendor or in person through Sutter contracted interpreter vendor agencies.

Patient communication options shall include:

- Sign language interpreters (Refer to Policy RI.51)
- Assisted listening devices (Refer to Policy RI.51)
- Telephonic language interpreters
- Translated written materials

PROCEDURE

When a contracted 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

LANGUAGE DEFICIT:

- A. Identify the language of the person for whom interpretive services are required

B. Offer Interpreter services available by phone

1. Interpreter Service via telephone: Contact LANGUAGE LINE SERVICE 1-800-643-2255 and provide CLIENT ID#201137. When the use of the interpreter service is concluded, staff should state "End of Call" and write the interpreters ID number in the patient's medical record as the source of translation.

C. Refusal of Language Line:

1. If patient request to use their family member or friend as an interpreter: This method of utilizing an interpreter is NOT recommended, but can be utilized, only when the patient, after being informed of the availability of interpreter services at the hospital, chooses to use a family member or friend who volunteers to interpret or in an emergent situation. This option should be used in rare instances and should not be encouraged.
2. The refusal of the patient to use the interpreter offered by the hospital, must be documented clearly in the medical record.

D. Use of family members, companions, or minors:

Use of family members, companions, or any minor as interpreters is discouraged, except for the most extraordinary circumstances, such as medical emergencies. Use of these individuals may violate patient confidentiality or may compromise care. However, the patient may choose to use non-certified adult family members or friends to interpret after they have been informed of their right to a hospital provided certified medical interpreter at no cost to them. In general, children under the age of 15 should NOT be used for interpretive services except in emergency situations, or at the patients' persistence as noted previously. At any time a hospital staff member/physician can supersede the patient's request and obtain a certified interpreter for patient communication when in the best interest of patient safety.

- E. Refer to SSMC Policy RI.51—Patient/Visitors with Disabilities Communication Assistance Refer to Appendix A from Policy RI.51 "Use of Specific Auxiliary Aids and Services" for information on the use of specific Auxiliary Aids and Services for persons with Sensory Disabilities Refer to Appendix B for Guidance on the use of Video Relay from Policy RI.51.

REFERENCES

"Title VI Prohibition Against Nation Origin Discrimination As It Affects Persons with Limited English Proficiency"
, 2/17/03 Sutter Health

California Health & Safety Code, Section 1259

45Code of Federal Regulations Sec.84.52(d,e)

California Healthcare Association, Consent Manual, 2004. P1.11-1.15

Joint Commission Standard HR.01.02.01

ATTACHMENT 1

Insert Copy of "I Speak" Language Identification Card

ATTACHMENT 2

INSTRUCTIONS FOR USE OF THE TELECOMMUNICATIONS DEVICE FOR INDIVIDUALS WITH
DISABILITIES (TDD)

TDD 2700

QUICK START:

INSTALLATION PROCEDURES

- Place TDD on table/desk near telephone and electrical outlet.
- Plug one end of AC charger/adaptor into jack to left of battery cover and other end into electrical outlet.

USING KEYBOARD

- To turn TDD on, push top of **ON/OFF** switch; push the bottom to turn it off when done.
- Some keys contain two characters side by side. To use the second character, hold down **SHIFT**, and press desired key.

THE DISPLAY SCREEN

- When TDD is turned on, the **POWER** light on left side of screen goes on, and the product identification appears.
- The screen displays one character line.
- When making calls, the **SIGNAL** light to the left of display screen shows sound this way:
 - Constant:** dial tone or connection with another TDD
 - Slow Blink:** telephone is ringing
 - Fast Blink:** telephone is busy
 - Flicker:** person or answering machine is talking into telephone
- All conversation appears in uppercase whether incoming or outgoing.
- If batteries are low, **POWER** light flickers.

MAKING A CALL

- Turn TDD on, and place telephone handset in acoustic cups so that mouthpiece is to the left.
- When **SIGNAL** light shows dial tone, use telephone dial pad (not TDD) to dial number.
- If party answers by voice, press spacebar a few times to signal that a TDD is being used.
- When you see receiving party's greeting, followed by **GA**, go ahead with conversation.
- When done conversing, type **SKSK**, turn TDD off, and hang up.

ANSWERING A CALL

- When telephone rings, turn TDD on, and place telephone handset in acoustic cups so that mouthpiece is to the left.
- Type a greeting followed by **GA**.
- When you see the caller's response, go ahead with conversation>
- When done conversing, type **SKSK**, turn TDD off, and hand up.

USING A PRINTER

- Remove battery cover, located between acoustic cups, from TDD.
- Plug one end of printer cable into **PRINTER** socket.
- Replace battery cover so cable fits through slot at base of cover when closed.
- Plug other end of cable into printer.
- Turn printer on, then turn TDD on.

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1/1/2001, 10/1/1998

Attachments:

No Attachments