

HOLLYWOOD PRESBYTERIAN MEDICAL CENTER

Manual: ADMINISTRATIVE	
Title: INTERPRETER SERVICE	
Formulated: July 1985	Page 1 of 6
Reviewed Only: (no changes)	Revised: 7/95; 5/01; 8/04; 2/07; 5/10; 5/11; 2/12; 6/13
Date Approved: August 28, 2013	

Purpose:

To provide for the communication needs of patients who have limited English proficiency (LEP) or who are Deaf or Hard-of-Hearing

To provide for the use of qualified medical interpreters

To provide special communication devices to the Deaf or Hard-of-Hearing

To provide interpreter services to patients in accordance with applicable State and Federal Laws.

Scope:

All Hollywood Presbyterian Medical Center (HPMC) workforce members (employees and non-employees), and the Medical Staff.

Policy:

It is the policy of Hollywood Presbyterian Medical Center (HPMC) to provide equal access to and equal participation in health care activities for persons who are deaf or Hard-of-hearing, and for persons with limited English proficiency. The medical center provides communication aids and services at no cost to the patient during the course of care. It is the policy of HPMC to use qualified medical interpreters.

Definition(s):

Qualified Interpreter or Interpreter

A medical interpreter is a specially trained professional who is fluent in both English and another language, has an in-depth understanding of the medical field and terminology and meets the requirements of the Interpreter Code of Ethics (Attachment A). S/he is deemed to be qualified by the Patient Relations Department. Only those interpreters deemed to be qualified by the Patient Relations Department should be used to interpret at HPMC.

Limited English proficiency

Patients are those patients whose native language is other than English and who “cannot speak, read, write or understand the English language at a level that permits them to interact effectively with health care providers.

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Telephonic Language Line Service

A service that provides 24 hour foreign language interpretation services via telephone by qualified medical interpreters who have been deemed competent by their employer.

Life Signs

A service that provides sign interpreters to patients who are deaf or hard-of-hearing.

Procedure:

A. Identification of patients who require interpreter services

Whenever staff register a patient who has limited English proficiency or who is Deaf or Hard-of-Hearing staff will identify the patient's preferred means of communication in their face sheet by asking the patient what language s/he speaks..

B. Use of Interpreters

Interpreter services should be provided in all circumstances where necessary for effective communication in connection with treatment rendered by the hospital to a patient/and/or in order for the patient to receive the full benefit of the hospital services. Examples of circumstances in which interpreters should generally be used include the following.

1. Obtaining a medical history
2. informed consent
3. explaining a diagnosis and plan for medical treatment
4. explaining any change in regimen, environment or condition
5. explaining procedures, tests, surgery or treatment options
6. discharge planning
7. resolving billing or insurance issues
8. classes concerning birthing, nutrition, diabetes, etc;

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9. legal issues such as advance directives

C. Onsite interpreters

Staff persons may contact interpreters through the use of spectra link phones. Armenian speaking interpreter is available via spectra 5124, Korean speaking interpreter is available via spectra 5130 and Spanish speaking interpreter is available via spectra 3152.

Staff is encouraged to use telephonic language interpretation services when there is not time to request an interpreter or when an interpreter is not available.

In an urgent or emergent situation where the patient's medical condition might be compromised by waiting for an interpreter to arrive before beginning the assessment and treatment, and where use of a telephonic interpreter service is not appropriate or available, staff should render any necessary and appropriate medical treatment, and should use their best efforts to provide the most effective communication possible until such time as a language or sign interpreter arrives.

D. Use of family members or children to interpret

Generally the use of family and friends as interpreters will be discouraged because it may breach confidentiality, may upset familial relationships, may be problematic when dealing with sensitive issues such as reproductive health, sexually transmitted diseases and mental health. If the patient feels strongly that a family member or friend interpret, staff should make a notation in the patient's record that an offer of an interpreter was made and declined and enter the name of the person serving as interpreter at the patient's request. Children of youth should never be used to interpret.

E. Telephone Interpreter Services

A nationwide telephonic interpretation service providing access to trained interpreters in over 150 languages and dialects is used. The service is available 24 hours a day, 365 days a year and allows a staff person to access interpreters within minutes of placing a call. Providers may use an ordinary phone by dialing #4100. In patient care areas Dual Handset Interpretation phones are available. These phones plug into the phone outlet either at bedside, nursing station or wherever a phone outlet is located. For ease of use, staff should press the

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ACCESS button on the interpretation phone and when prompted press the ACCT/Pin # button followed by the language selection prompt.

F. Vision Impaired Patients/Visitors:

1. Information can be related to a visually impaired patient verbally and documented in the patient's chart.
2. The consent of a visually impaired patient can be obtained through verbal communications witnessed and documented appropriately.
3. Large Button and/or a Braille telephone will be maintained in the Telecommunications Department at all times for patient use.

G. Hearing and/or Speech Impaired Patients/Visitors

1. Information can be relayed to a hearing and/or speech impaired patient in writing and documented on the patient's chart.
2. The request of a hearing impaired patient for a Sign Language Interpreter can be met by calling Life Signs at 888 930-7776 / 800 633-8883 or other Sign Language interpretation service approved by HPMC and requesting the service of an interpreter .
3. It may take up to two hours for a sign interpreter to arrive . When possible and appropriate explain this to the patient in writing and document the chart the time the interpreter was called.
4. A TDD (Telephone Device for the Deaf) will be maintained in the Emergency Room 24-hours a day for use by the hearing impaired.
5. A portable TDD and Amplified Handsets will be available for patient use through the Telecommunications Department.
6. At the Sub Acute unit, all residents will receive a universal communication tool based on their individual needs.

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H. Documentation of use of interpreter

Staff will document in the patient's medical record the name of the HPMC approved interpreter or other mode of interpretation such as language line, sign interpreter, TDD or other methods available used for each major encounter.

I. Written Translations

A number of commonly used HPMC forms have been translated into the predominant languages associated with hospital patients. Forms that are reasonably determined to be appropriate for translation and are necessary to ensure that LEP persons are not excluded from or denied equal access to HPMC services should be referred to the Department of Materials Management who maintains relationship with document translation services. Other written material may on occasion be translated through approved vendors of the marketing department.

J. Patient and Visitor Education on Interpretation Services

The Patient Handbook and Visitors Guide contains information in regards to interpretation services available. Strategically placed notices are also available to inform patients and visitors of interpretation services. Interpreters attempt to visit newly admitted LEP, Deaf or Hard-of-Hearing patients and/or their visitors to encourage interpreter usage.

K. Staff Training and Resources

All new employees receive information about interpreter services and communication aids during New Employee Orientation and at Nursing Orientation. Other personnel are trained through frequent staff in-services and at every available opportunity by Director of Patient Relations and interpreters.

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L. Questions Concerns and Complaints

Questions or concerns about the availability or adequacy of interpreter services can be directed to the Director of Patient Relations at (323) 644-4402. Any person who wishes to file a complaint can do so by contacting:

Health Facilities Inspection Division,
California Department of Public Health
(CDPH)
12440 East Imperial Highway, Room
522
Norwalk, CA 90650
(562) 345- 6884

Regional Manager
Office for Civil Rights
U.S. Department of Health and Human
Services
90 7th Street, Suite 4-100
San Francisco, CA 94103
Voice Phone (415)437-8310
FAX (415)437-8329
TDD (415)437-8311

References:

Title III of the Americans with Disabilities Act (ADA)

Title VI of the Civil Rights Act of 1964

Office of Civil Rights Policy Guidance on the Prohibition Against national Origin
Discrimination As It Affects Persons With Limited English Proficiency

National Council on Interpreting in Health Care