

Castle Medical Center



- Entity(s): Castle Medical Center**
- Network:**
- System-Wide Corporate Policy**
Corporate Policy No.
- Standard Policy**
- Model Policy**

Entity(s) Policy & Procedure No. CMHRPP080064
Department: Quality Resources
Manual:

POLICY & PROCEDURE: INTERPRETIVE SERVICES

POLICY SUMMARY/INTENT:

Castle Medical Center (CMC) complies with the required State and Federal standards by providing all of our patients with medical information relating to their care in a language/medium that they can understand. CMC provides culturally competent care and access to language services to ensure optimal safety and quality of care. It is the intent of CMC to provide safe, efficient, and effective patient care, at no cost to the patient, during the exchange of healthcare information between CMC employees and every patient.

DEFINITIONS:

- A. **Interpreter** - One who translates orally from one language into another.
- B. **Interpretation** - Refers to spoken language.
- C. **Translation** - Refers to written language.
- D. **Hearing Impaired** - A hearing impaired individual has difficulty hearing and/or discriminating oral conversation either in a face to face situation or over the telephone. An individual with this impairment may require a hearing aid, telephone amplifier, TTY or sign language interpreter.
- E. **American Sign Language (ASL)** - ASL is a visual language. With signing, the brain processes linguistic information through the eyes. The shape, placement and movement of the hands, as well as facial expressions and body movements, all play important parts in conveying information.
- F. **Text Telephone Yoke (TTY)** - Sometimes called TDD, or Telecommunication Device for the Deaf. TTY is the more widely accepted term. Looking much like a typewriter keyboard with a text screen, a TTY allows persons with hearing and/or speech loss to make or receive telephone calls by typing their conversations, via two-way text.
- G. **Optimal Phone Interpreters (OPI)** - Contracted telephone interpretive service.
- H. **Limited English Proficiency (LEP)** - A person with limited English proficiency is one whose command of the English language is not sufficient to promote meaningful interaction for service.

AFFECTED DEPARTMENTS/SERVICES:

1. All departments/services of Castle Medical Center
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POLICY: COMPLIANCE – KEY ELEMENTS

- A. To outline the procedures for responding to requests for language assistance to individuals with Limited English Proficiency (LEP), or for an American Sign Language interpreter; and for procedures for the appropriate use of the Text Telephone Yoke (TTY).
- B. KEY ELEMENTS
 1. Castle Medical Center (CMC) will provide, at no cost to the patient, equal access to medical information for persons who are hearing impaired or who have limited English proficiency.
 2. Initial assessment of communication needs of each patient is made during the admission process, whether inpatient, outpatient, or Emergency patient.
 3. Appropriate patient information regarding translation services is included in the Patient Information Handbook (Inpatient and Outpatient) that is give to patients upon admission.
 4. CMC will only utilize qualified healthcare interpreters. CMC provides qualified interpreters for medical communication only through our contracted services. All other individuals are classified as unqualified interpreters. EXCEPT in an emergency situation, staff will not ask, suggest, or encourage a patient's friend or family member, or CMC employees to interpret for a patient.
 5. Family and friends should not be used to provide interpretation services; except in instances when the patients requests interpretation by that individual. The patient's consent and/or request to use a family/friend to provide interpretation must be documented in the medical record by using the Request or Deny Interpreter form which is located in the Interpretive Services Manual.
 6. Associates may provide limited, non-healthcare exchange in a second language for the purpose of providing information such as directions, orientation to a patients' room and orientation to time, place, environment or equipment.
 7. Televisions located in patient rooms are equipped to access closed caption.
 8. Optimal Phone Interpreters (OPI) is available 24 hours a day for patients requiring a language other than English. They may be contacted by Nursing staff, Administration, and Supervisory personnel.
 9. TTY/TDD equipment is available for the hearing impaired persons 24 hours per day. Staff may arrange for TTY services through the Staffing Office/House Supervisor.
 10. Communications with the Hearing Impaired: Points to remember when communicating with the hearing impaired.
 - a. The responsibility for understanding does not rest entirely with the hearing impaired person. Listen actively and intently to increase your understanding of the person. Utilize all resources available to assure the patient or customer is satisfied with the communication exchange.
 - b. Face the individual, make sure your face is well lighted; gain the individual's attention through gentle touching before speaking.
 - c. Know which side is most affected by the hearing loss and speak toward the lesser-affected side. Speak slowly and articulate clearly, not in an "artificial manner". Lower the pitch of your voice and use normal or only slightly louder tone. DO NOT SHOUT. Give the individual plenty

- of time to respond.
 - d. Watch for feedback, both verbal and non-verbal.
 - e. Coordinate your body language to reinforce your verbalizations. Use gestures and other visual cues to augment communications as needed. When you're not being understood, restate using other words, be to the point.
 - f. Utilize alternate means of communication, such as reading and writing, pictures and drawings, careful gestures, demonstrations, and pantomime. Manual signing of the alphabet and selected "signs" may be taught and utilized.
11. Effective language services generate better health outcomes and improve quality of care, improve patient flow and resource utilization. There are many interactions CMC healthcare providers have with a patient. The following lists the conversations recommended to be interpreted by a professional and/or requested interpreter.
- a. Admission Assessment
 - b. History and Physical
 - c. Informed Consent
 - d. Medical or Psychiatric Evaluation
 - e. Change in Patient's Medical Condition
 - f. Awake Invasive Procedures
 - g. Explanation of Tests/Test Results
 - h. Patient/Family Education
 - i. Discharge Instructions
 - j. Patient or Family Complaint or Concern
 - k. Anytime the patient requests for a conversation to be interpreted

EQUIPMENT

- A. TTY/TDD equipment can be checked out through the Staffing Office/House Supervisor.
- B. Amplifiers can be signed out from Central Services.
- C. Phone adaptors are located at the nursing stations.
- D. Whiteboards are located in patient's rooms

PROCEDURE

- A. Initial assessment of communication needs is made at the time of admission, for all areas including: inpatient, outpatient, and emergency services.

1. Castle Medical Center (CMC) will provide, at no cost to the patient, equal access to medical information for persons who are hearing impaired or who have limited English proficiency.
2. An Initial assessment of communication needs is made at the time of registration, for all areas including: inpatient, outpatient and emergency services.
3. The admission or registration is conducted in the primary language of each patient.
4. The primary language is identified and recorded in the medical record.
5. The patient who chooses to use his or her own interpreter must sign a waiver form (“Request or Deny Language Interpreter”) prior to medical or nursing care. Payment for such personal interpreters will not be reimbursed by the medical center.

B. Interpreter Services, Optimal Phone Interpreters

1. Dial 877-RING OPI (877-746-4674)
2. When the operator answers, tell them:
 - a. Language you need
 - b. Our company name – Castle Medical Center
 - c. Your name
 - d. Phone # and extension you are calling from
 - e. Department and department code you are calling from (list of department codes is listed in this manual)
 - f. The LEP patient’s name (be prepared to spell it)
 - g. The LEP patients phone number
 - h. A message to leave the LEP in case of voicemail or an answering machine
3. The operator will promptly connect you with an interpreter.

C. Interpreter Services for the Deaf

1. Monday thru Friday, 8:00 am to 5:00 pm
 - a. Call 808-394-7706 to schedule interpreters
2. After Hours, Weekends and Emergency Situations
 - a. Call Sabina at 808-382-4528
3. For more information, visit Hawaii Interpreting Services website at www.interpretinghawaii.com

REFERENCES:

CALIFORNIA: Not applicable

HAWAII:

OREGON: Not applicable

WASHINGTON: Not applicable

CORPORATE AUTHOR: Not applicable

SITE SPECIFIC POLICY OWNER: DIR Qual & Risk Mgt

COLLABORATION: Risk Manager Infect Cont & Prev VP - Patient Care Srvs Admin Assistant

APPROVED_BY:

CORPORATE: Not applicable

HOSPITAL:

INDIVIDUAL: (12/28/2015 10:39AM PST) Laura R Westphal, VP - Patient Care Srvs

REVIEW DATE:

REVISION DATE: 09/23/2015, 12/28/2015,

NEXT REVIEW DATE: 12/27/2016

ATTACHMENTS: [Interpretative Language List](#)
(REFERENCED BY THIS DOCUMENT) [Interpretative Services How to Obtain a Phone](#)

OTHER DOCUMENTS: [Assessment of Patients-General Nursing](#)

(WHICH REFERENCE THIS DOCUMENT)

DISTRIBUTED TO: Refer to **AFFECTED DEPARTMENTS/SERVICES** above

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