



POLICY AND PROCEDURE

Title: Interpreter: Language Access for Limited English Proficient and Hearing Impaired Patients

Location: Southwest Healthcare

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Section: Clinical Practice / Provision of Care

PURPOSE:

Southwest Healthcare System recognizes the importance of ensuring those patients and their surrogate decision makers with limited English proficiency (LEP) and deaf or hard of hearing patients receive the same level of healthcare services as its hearing and English proficient patients. Effective communication is a patient right and necessary for patient safety. This policy addresses the hospital's policy and practice with respect to providing interpreter services and accommodations to the LEP, deaf and hard of hearing patients.

DEFINITIONS:

- A. Limited English Proficient (LEP): 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.
- B. "Hard of Hearing" refers to any person with a hearing deficit and who may or may not primarily use visual aids for communication.
- C. Effective Communication is determined by the recipient of the information and their preferred method of communication. For example, a deaf person's preference for an in-person ASL interpreter versus the use of video interpreters.
- D. Interpretation by Telephone: A form of remote interpreting that offers the delivery of interpreter services through telephone technology. The interpreter is at a different physical location than the patient. Telephone interpreting allows for an audio connection between the patient, physician or other caregiver and interpreter.
- E. Video Remote Interpreting (VRI): A form of remote interpreting that offers the delivery of an interpreter services for the hearing impaired population through video technology. The interpreter is at a different physical location than the patient. Video interpreting allows for a real-time visual connection between the hearing-impaired patient, physician or other caregiver, and interpreter.
- F. Financial Number (FIN): A number assigned to patient that is specific to one encounter to the hospital.

POLICY:

- A. The hospital shall provide reasonable accommodations as required by law to ensure effective communication between care providers, patients and their surrogate decision

makers for those with LEP and/or sensory impairments to ensure them an equal opportunity to benefit from services. The procedures outlined below will ensure that information about services, benefits, consent forms, waivers of rights, financial obligations, etc. are communicated to patients with the use of interpreters or other auxiliary aids, in compliance with the law. Also, these procedures will provide for an effective exchange of information between staff/employees and patients and/or families while services are being provided. Interpreters, aids and/or assistance shall be provided by the facility without cost to the person being serviced.

- B. For elective admission, it is beneficial for the admitting physician to alert the hospital of a patient's communication needs in order to assist him/her in the pre-admission process. For emergency admissions, efforts on behalf of the patient to meet their communication needs will be initiated as their needs are identified. The hospital shall honor a specific request by patient for a specified accommodation to ensure effective communication in the rendering of healthcare services.
- C. The basis for determining whether a barrier to communication exists is based upon the patient's/family statement of need and/or the assessment of the healthcare provider. In assessing whether a barrier exists, SWHS shall identify the patient's oral and written communication needs, including the patient's preferred language for discussing health care. Once the specific accommodation is decided upon, steps will be taken to determine the availability of an appropriate interpreter, aids, or VRI assistance.
- D. An approved interpreter service should be used for all medical communication needs. Whenever communication accommodations are needed, the Admission Staff, Nursing Supervisor, or Department Director is responsible for arranging for an interpreter or the use of another auxiliary aid to ensure reasonably prompt and effective communication with the patient. Communication services shall be provided to the patient at all times necessary to ensure that deaf or hard of hearing patients receive the same level of care as hearing patients and upon the patient's request.
- E. Family members or friends of the patient may be used as an interpreter when:
 - 1. The patient specifically requests that the family member or friend serve as the interpreter and,
 - 2. The hospital is confident that the companion will not interfere with the contemplated treatment and/or services to the patient. A cautious approach is warranted if the patient requests a minor child as their interpreter.
- F. Other patients or visitors may not be used to translate. These restrictions are to ensure confidentiality and accuracy of patient health information and medical information provided by the facility.
- G. If the staff or the physician speaks the same language as the patient, no interpreter is necessary for social conversations or to convey or receive simple messages, basic questions and/or general instructions (i.e., instructing patient that you wish to bathe them, telling them the medicine is for treating their pain, etc.). Any interpretation that requires asking or giving of detailed medical information and/or informed consent requires the use of a qualified medical interpreter available through the contracted language services provider.
- H. If there is a question as to which language the patient speaks, the "Please Point" poster will be used to identify the LEP patient's spoken language. The "Please Point" poster is available on the patient care units and on SharePoint under the "Resources" tab.

- I. New employees of SWHS will be trained on this policy and the acquisition of interpreter services during their new hire orientation. Training on this policy and procedure for current SWHS staff will be incorporated into other ongoing trainings, annually.
- J. The translation of written documentation into a language other than English will occur through a contracted language services provider. Translations from web sites or other institutions will not be adopted by SWHS use without going through the contracted language services provider for translation.

PROCEDURE:

- A. LEP Needs – GLOBO Language Services/
 1. GLOBO interpreters service can be used with a dual handset device or a phone with speaker capability
 2. Contact GLOBO using the site-specific numbers
 - a. Inland Valley: (844) 311.7757
 - b. Rancho Springs: (855) 283.0879
 3. GLOBO provided dual handset devices do have a speed dial function.
 4. To call a patient/family member and an interpreter, dial GLOBO and once connected tell the Agent or interpreter that you require a “dial out” for a third party.
 5. Select the language. If you are unable to determine the language, the “Please Point” reference card can assist. If further assistance is needed, press “)” to speak with an Agent to assist.
 6. Answer the intake questions by providing the following information:
 - a. Your name
 - b. Your department/unit
 - c. The patient’s FIN
 - d. The language your patient speaks
 7. GLOBO will then connect the Interpreter to the line and provide the Interpreter’s ID Number.
 8. Record the Interpreter’s ID Number in the patient’s medical record to validate that a medically qualified interpreter was provided.
 9. When the interpreter joins the call, brief the interpreter about the call.
 10. Finish the call by disconnecting
 11. GLOBO Customer Service: (855) 331.4546
- B. Hearing Impaired Needs – Language People, Inc.
 1. VRI for American Sign Language (ASL)
 - a. Obtain the equipment from the House Supervisor. Click the desktop icon provided for this purpose.
 - b. The link will auto populate the login information.
 - c. Complete the information requested in the fields on the pop-up screen and click NEXT.
 - d. The main VRI window will appear which indicates that you are connected to the interpreter.
 - e. Once the video session is complete, end your session by clicking the disconnect button.

2. In-Person ASL Interpreters
 - a. Call Language People at **(707) 538-8900**
 - b. Provide the following information:
 - Your name
 - Facility and department/unit
 - The patient's name and FIN
 - c. When an in-person interpreter has been requested, the staff will report back to the patient that the request has been made.
3. Medical Record Documentation:
 - Date, time, and a general overview of discussion topics and decisions made.
 - Interpreter ID/Code #, means of interpretation (telephone, VRI, in-person)
4. Special Considerations for Deaf and Head of Hearing Written Materials - Program and treatment information shall be provided to hearing-impaired persons in writing. Printed materials and writing materials are available.
5. Telecommunication Device for the Deaf (TDD) – staff will make available, upon request, to hearing and/or speech impaired persons the telecommunication device. Staff shall contact the House Supervisor to arrange for use of the TDD device. All staff who work with patients shall be trained on the TDD and shall be provided periodic refresher training on use of the equipment.

C. Back-up Provider for Hearing Impaired Needs

GLOBO can also provide interpreter services for the hearing impaired via both VRI and in-person interpreters. For an ALS Interpreter call 1(855) 331.4567

REFERENCES:

1. The Joint Commission, Comprehensive Accreditation Manual for Hospitals, Patient Rights, RI.01.01.03
2. Medicare CoP §482.13(a)
3. Affordable Care Act, Section 1557
4. Title VI of the Civil Rights Act of 1964
5. Title III, Americans with Disabilities Act of 1990, as amended.
6. California Civil Rights Statute, Government Code §11135-11139
7. Kopp Act of 1983 (California Health & Safety Code § 1259)

ATTACHMENTS:

1. GLOBO Reference card and FAQ's
2. "Please Point" Reference document.

GLOBO Reference Information

Telephone Interpreting User Instructions

844.311.7757

Inland Valley Campus

855.283.0879

Rancho Springs Campus

- 1** **Connect**
Your dedicated number is listed above.
If you are using a GLOBO-provided telephone that has speed dial provided for you, please note the third button, labeled "Customer Service" will connect you to a customer service representative. It will not connect you to an interpreter.
- 2** **Select a Language**
- 3** **Answer Your Intake Questions**
- 4** **Speak to your Patient**
- 5** **Finish the Call by Disconnecting**



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Frequently asked questions:

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1 Is there a difference between dialing the phone number and pressing a speed dial button?

The speed dial buttons on both the corded and cordless phones dials the telephone number that is labeled on your telephone. On the corded dual handset phones, the first button to reach a Spanish interpreter simply signals a tone for number "1" to pre-select a Spanish interpreter. Depending upon your facility's dialing, you may be asked to select or confirm Spanish by pressing "1". On the cordless dual handset phones by pressing and holding the "5" key you will automatically dial the same telephone number that is labeled on your telephone. From there please follow the prompts to connect to an interpreter.

2 Can I access telephone interpreting services from a regular telephone?

Yes, you can dial the telephone number from other telephones. Check with your facility to ensure you are complying with their standards and practices.

3 How do I call an interpreter and a patient if I am not physically with a patient?

Simply dial GLOBO as you normally would and as soon as you connect, tell the Agent or Interpreter that you require a "dial out" for a third party.

4 How do I use my phone's speed dial buttons?

For corded phones:

Your phone's speed dial buttons are pre-programmed to dial GLOBO (the same number that is labelled on the phone).

The top speed dial button connects you to GLOBO and pre-selects a Spanish interpreter; depending on your facility's dialing, you may be asked to confirm Spanish by pressing "1" again. The middle button connects you to a GLOBO Agent, who can connect you to interpreter for all other languages. The last button reaches a GLOBO Agent, who can answer any questions you may have. You can use the customer service button to schedule on-site interpreter requests.

For cordless phones:

Your phones are pre-programmed to dial GLOBO through speed dial. Press and hold "5" for approximately four seconds, and the phone will dial out to GLOBO's interpreting services. You do not need to press "Talk" first; simply press and hold the "5" key to connect to GLOBO.

5 What do I do if I don't hear the language I need?

Press "0" to speak with a GLOBO Agent, and tell them your patient's native language. The Agent will connect you to an appropriate interpreter.

Frequently asked questions:

2/2

6 What if I can't identify the language the patient is speaking?

We recommend using the "Point to Your Language" poster or similar materials to encourage the patient to identify his or her language, if displayed. If you are still unable to identify the language or cannot easily access these materials, please call GLOBO as you normally would, and press 0 to reach an Agent for assistance.

7 What do I do if I don't have a dial tone?

For corded phones:

The main, analog telephone cord connects to the base of the phone and to a wall phone jack; make sure the cord is properly connected at both ends. Also confirm that the coiled phone cords, which connect the handsets to the base, are properly connected.

If you are still having issues, we suggest plugging the analog cord into another wall jack. Please be aware that corded phones will not work in digital phone jacks. Many fax machines have a second phone jack that you can plug a phone into; this may be an option if your room has a shortage of analog phone jacks. However, you cannot fax and use the interpretation phones at the same time.

If issues persist, contact GLOBO at 1-855-331-4567, or your facility's Information Services department for further assistance.

For cordless phones:

First, ensure the base stations are connected to a power source. Each base station is powered by a dedicated power cord that plugs into a standard wall outlet; if the connection at the base station is loose, the handsets will not charge.

Double check the battery life of each handset. When fully charged, handsets have a battery life of approximately 12 hours. If handsets have been left off their base stations for extended periods of time, they will need to be recharged.

An analog telephone cord connects to the primary base station and to a wall phone jack; make sure the cord is properly connected at both ends. If you are still having trouble, we suggest plugging the analog cord into another wall jack.

Please be aware that corded phones will not work in digital phone jacks. Many fax machines have a second phone jack that you can plug a phone into; this may be an option if your room has a shortage of analog phone jacks. However, you cannot fax and use the interpretation phones at the same time. If issues persist, contact GLOBO at 1-855-331-4567, or your facility's Information Services department for further assistance.

廣東話	Chinese (Cantonese)
注意：如果您講廣東話，您可以免費獲得語言援助服務。	
國語/普通話	Chinese (Mandarin)
注意：如果您講國語，您可以免費獲得語言援助服務。 注意：如果您講普通話，您可以免費獲得語言支援服務。	
Chahta	Choctaw
ANOMPA FA PISAH: Chahta makilla ish anompoli hokma, kvna hosh Nahollo Anompa ya pipilla hosh chi tosholahinla.	
Nederlands	Dutch
ATTENTIE: Indien u Nederlands spreekt, kunt u gratis gebruikmaken van de beschikbare taalkundige diensten.	
فارسی	Farsi (Persian)
توجه: اگر به زبان فارسی گفتگو می‌کنید، تسهیلات زبانی به صورت رایگان برای شما فراهم می‌باشد.	
Français	French
ATTENTION : Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement.	
Adamawa	Fulfulde
MAUDO: To a waawi adamawa e woode balloji ma to ekitaaki wole chaahu.	
Deutsch	German
ACHTUNG: Wenn Sie Deutsch sprechen, stehen Ihnen kostenlos sprachliche Hilfsdienstleistungen zur Verfügung.	
Ελληνικά	Greek
ΠΡΟΣΟΧΗ: Αν μιλάτε ελληνικά, διατίθενται δωρεάν για εσάς υπηρεσίες γλωσσικής υποστήριξης.	
ગુજરાતી	Gujarati
સુચના: જો તમે ગુજરાતી બોલતા હો, તો નિ:શુલ્ક ભાષા સહાય સેવાઓ તમારા માટે ઉપલબ્ધ છે.	
Kreyòl Ayisyen	Haitian Creole
ATANSYON: Si ou pale Kreyòl Ayisyen, gen sèvis ed pou lang ki disponib gratis pou ou.	
‘Ōlelo Hawai‘i	Hawaiian
E NĀNĀ MAI: Inā ‘Ōlelo Hawai‘i ‘oe, aia nō nā kōkua ‘ōlelo manuahi.	
हिंद	Hindi
ध्यान दें: यदि आप हिंदी बोलते हैं तो आपके लिए मुफ्त में भाषा सहायता सेवाएं उपलब्ध.	
Hmoob	Hmong
LUS CEEV: Yog tias koj hais Lus Hmoob, muaj kev pab txhais lus Hmoob pub dawb rau koj.	
Asụsụ Igbo	Ibo
Ige nti: O bura ná na-asụ asụsụ Igbo, ọy enyemaka asụsụ ọfịs gị n'efu.	
Ilocano	Ilocano
PAKÁMMO: Na agsaso kayo iti Ilocano, adda dagiti serbisyo para ti badang ti lengguahe nga awanan bayadna nga sidadaan a para kadakayo.	
Bahasa Indonesia	Indonesian
PERHATIAN: Jika Anda menggunakan Bahasa Indonesia, layanan bantuan bahasa akan tersedia secara gratis.	

Italiano	Italian
ATTENZIONE: nel caso in cui la lingua parlata sia l'italiano, sono disponibili servizi di assistenza linguistica gratuiti.	
日本語	Japanese
注意事項：日本語を話される場合、無料の言語支援をご利用いただけます。	
ကဏ္ဍိကဏ္ဍိ	Karen
တၢ်နးသ့ၣ်ညါလၢပုၤဆါကၤနီၤ-ပုၤလၢဆကတၢ်ကဏ္ဍိကဏ္ဍိကၤနီၤသ့ၣ်တၢ်နးဆကလၢလၢဆကတၢ်နီၤနီၤတၢ်လၢတၢ်န့ၣ်တၢ်န့ၣ်တၢ်န့ၣ်လၢ.	
한국어	Korean
주의:한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다.	
کوردی	Kurdish
ناگهاری: نەگەر بە زمانی کوردی قسه دهکەیت، خزمەتگوزار پێکەانی یان مەنێی زمان بەخۆزایی بەردەستن.	
ລາວ	Laotian
ຂໍສະແດງຄວາມສະບັດພາສາລາວ: ຖ້າທ່ານເວົ້າພາສາລາວ, ການບໍລິການຊ່ວຍເຫຼືອດ້ານພາສາພ້ອມໄດ້ໃຫ້ທ່ານຢູ່ຕາມຄວາມຕ້ອງການ.	
Kajin Majöl	Marshallese
ROŃJAKE MÓK: Elafile kwaj kenono Kajin Majöl, ewer jermal in jpañ ko ejelok woneir ñan kwe.	
Diné Bizaad	Navajo
Shai Baa akó nínzín: Diné Bizaad bee yáñt'igo, saad bee ák'áñicá'áwo'tgí, t'áá jík'eh ná hólp.	
नेपाली	Nepali
त्यस विना नैसृष्टिक विषयको जानकारी अथवा तपाईंको विभिन्न भाषा सहायता सेवाहरू प्राप्त गर्न सकिने छ ।	
Thuɔŋjaŋ	Niloitic-Dinka
PIŋ KENE: Na ye jam ni Thuɔŋjaŋ, ke kuony yené loc waar thook ató kuka ñbu yók abac ke di wéñ cuaté piŋy.	
Norsk	Norwegian
MERK: Hvis du snakker norsk, er gratis språkassistanse/tenester tilgjengelige for deg.	
Afaan Oromoo	Oromo
Hubadha: Wama Afaan Oromoo duubatuuf, tajaajjii gargaarsa afaanii tola ni argama.	
Deutsch	Pennsylvania Dutch
Wenn du Deutsch schwezt, kamscht du mitaus Koachte ebber gricke, aw dihr helft mit die englisch Schprooch.	
Lokalehn Pohnpei	Pohnpeian
Ni songen mwomw ohte, komw pahñ sohte anahne kawehwe mesen nting ni kotoantoal kan ahpw wasa me ntingie Lokalehn Pohnpei komw kalangan oh ntingdieng ni kokeiahñ Pohnpei.	
Polski	Polish
UWAGA: Jeżeli mówisz po polsku, możesz skorzystać z bezpłatnej pomocy językowej.	
Português	Portuguese
ATENÇÃO: Oferecemos serviços linguísticos gratuitos para quem fala português.	
ਪੰਜਾਬੀ	Punjabi
ਵਿਧਾਨ ਵਿਅਕਤ ਵਿਚ: ਜੇ ਤੁਸੀਂ ਪੰਜਾਬੀ ਬੋਲਦੇ ਹੋ, ਤਾਂ ਆਸਾ ਵਿੱਚ ਸਹਾਇਤਾ ਸੇਵਾਵਾਂ ਤੁਹਾਡੇ ਲਈ ਮੁਫਤ ਉਪਲਬਧ ਹਨ।	