**HEALDSBURG DISTRICT HOSPITAL**
**POLICY & PROCEDURE**

| DEPT.: HOSPITALWIDE CLINICAL | |
|---|---|
| TITLE: INTERPRETER: COMMUNICATION FOR SPECIAL LANGUAGE NEED | REVISED:<br>REVIEWED:<br>EFFECTIVE DATE: 06/19 |

<span style="color:red">**Printed copies are for reference only. Please refer to electronic copy for the latest version.**</span>

**Policy:**

Healdsburg District Hospital (HDH) provides trained medical interpreter services to assure non-English speaking and deaf/hearing-impaired patients of their right to understand medical treatment and procedures, as well as to communicate their healthcare needs. It is the goal to provide these patients the same access to services at Healdsburg District Hospital as all other patients.

**Purpose:**

Our objective is to provide efficient and adequate communications with patients and families in their primary language, including sign language and Telecommunication Devices for the Deaf (TDD). Our goal is to ensure that all patients receive quality care and are able to adequately understand healthcare providers and communicate their healthcare needs. Patients have the right to be fully informed in language that he or she can understand of his or her total health status, including but not limited to, his or health condition.

Upon hire, during general orientation, all employees will be informed of Healdsburg District Hospital's commitment to provide Interpreters for patients/families in their primary language when communicating in English is not possible or advisable and the procedures necessary to achieve this.

**Definitions:**

*CyraCom International, Inc.:* is a 24/7 professional medical interpretation service providing services in 147 different languages.

*Limited English Proficient Patient:* is defined as an individual who is limited in his/her ability to speak, read, write, or understand the English language at a level that permits him/her to interact effectively with health and social service providers.

*Interpreters:* are defined as trained individuals fluent in English and able to speak, read and readily interpret in a necessary second language. Interpreters are able to interpret the names of body parts and describe symptoms and injuries in both languages. Medical interpreters are required to successfully complete the following professional training.

**Procedure:**

**A. Medical Interpreter Certification:**

a. Online registration and oral testing through Language Testing International and receiving a certificate of completion and rating of at least Intermediate High. If an employee fails to receive the minimum rating of Intermediate High, they will not be allowed to retake the certification exam for a minimum of six months.

b. If an employee does not pass the certification, they are not allowed to interpret.

c. All employees who are certified will receive a differential in pay on all hours worked.

**B. Assessment:**

a. Patients are assessed upon registration for the need of an interpreter service by the hospital admitting staff. This information is documented on the "Registration Form" in the designated box indicating specific language.

b. The patient's primary language will be assessed upon admission to the nursing department. If the patient is not English speaking, this information will be documented on the Nursing Admission Assessment form and the 24-Hour Nursing Care record in the electronic health record (EHR).

c. Trained interpreters will be available either within the facility or accessible by telephone at all times. When in-house interpreters are not available or accessible the hospital uses a contract outside professional medical interpretation service called CyraCom International, Inc.

**C. Procedure for Obtaining an Interpreter:**

a. Call the Executive Assistant for the CNO @ 431-6540. Either the Executive Assistant or the CNO will locate an interpreter who will respond to the request. If an interpreter is not available, the CyraCom International telephone services can be accessed.

b. Healdsburg District Hospital (HDH) offers designated, in-person staff interpreters for those languages that comprise 5% or greater of the facilities' patient population.

c. Other language resources include other bilingual staff members not included under the qualification criteria may assist the Medical Staff in brief interpretations of a non-clinical nature. To assure quality interpretation and confidentiality, family members should not be used as interpreters for limited-English proficient or heating-impaired patients unless the patient insists on using the family member as an interpreter. The family member must be at least 16 years of age.

d. All vital hospital documents such as consent forms, letters, notices, and other outreach materials must be translated into the non-English language of any Limited English Proficiency (LEP) group that comprises 5% or greater of the hospital's patient population. When documents are not translated, a sight translation may be requested. A sight translation is a verbal rendering of a written document in the target language.

Sight translations will be limited to brief texts that cannot be translated for practical or time considerations.

e. The staff members requesting interpreting services shall conduct himself/herself as if she/he were working directly with an English-speaking patient, performing all the functions normally done for such patients. The staff member must be present to answer any questions that patients or families may have.

f. Staff may not delegate admission, consents and discharges. Consents and discharge instructions should be in English, as well as the primary language of the patient or their legal representative in order that providers of continuing care will have appropriate direction.

**g.** For the hearing impaired patient, an interpreter from an outside agency can be used. (Refer to Addendum C).

**D. Interpreter Assisted Admissions:**

**a.** To facilitate the rapid and complete admission of the non-English speaking patients and provide for their comfort and safe care while at HDH:

- Admitting will record the patient/family's primary language on the admitting registration form during the admitting procedure. The nurse, as a part of the admission assessment, will also record the patient/family's primary language. When it is necessary to utilize an Interpreter, required documentation on the patient's medical record is to include the name of the person who acted as the Interpreter.

- Staff who are trained as medical interpreters should be used to assist the nurse in completing the patient assessment forms.

- Telephone interpreting service line may be used for admission history when Interpreter is not on site.

- Patients with Limited English Proficiency should have access to an interpreter. When an interpreter is used the interpreter's signature is required on all admission and consent forms and be evidenced in the Medical Record.

**E. Interpreter Process:**

- The Interpreter will introduce her/himself and explain Interpreter Services.
- The patient will be oriented and informed on how to request interpretation services available to them during their stay at HDH.
- Interpreter services can be reached using the following methods:
    - i. Request through nursing staff.
    - ii. Request through hospital operator.
- The Interpreter will assist nursing staff or physician in completing the orientation and assessing patient's needs and addressing concerns.
- All questions from the patient and family will be referred to the nursing staff or physician for clarification.
- The Interpreter will assist clinical staff in assessing if the patient is aware of the hospital regulations.

- As needed, the Interpreter staff member will sign as witness and will assist in the completion of the admission assessment form.
- The Interpreter will assist the nurse in orienting the patient to the hospital room.

**F. Securing Consents:** Healdsburg District Hospital is responsible for the accurate translation of surgical consents to patients.

- When translators are used, documentation should be placed in the patient's record indicating the name of the person who acted as the translator and his/her position or, when appropriate, his relationship to the patient
- Under the guidance of the nursing staff, Interpreter Services or a trained member of their staff will translate surgical consents as ordered by the physician.
- Nursing is responsible for completing the English portion of the consent form to be translated into the appropriate language. The English consent is attached to the translated consent and kept in the medical record.
- Surgical consents are translated on the appropriate form to the targeted languages.
- The interpreter will assist nursing staff or physician to explain the procedure to the patient before consent is given.
- All questions will be referred to the nursing staff or physician for clarification.
- The interpreter will verify that the patient is aware of the consent's content.
- The interpreter will sign as witness and will date the consent accordingly.
- If the patient or his legal representative's language is not one for which a consent form has been prepared, an interpreter should prepare translation for the patient. A second English consent should also be written and signed by the Interpreter/Translator for use by other staff (e.g., OR, Radiology, etc.) If time does not permit this, the interpreter should do a sight translation of the form for the patient, and ask the patient to sign the form if she/he agrees to the terms and conditions that the interpreter stated orally. If the patient or legal representative agrees, he/she should be asked by the interpreter to sign the English form, and the interpreter should write on the form the statement that, "Information given to patient in target language, patient states understanding of consent." This statement should be signed and dated by the interpreter.
- If a telephone consent or verification of consent is obtained via telephone or a telephone interpretation service, it must be documented as telephone consent or verification of consent and the patient/legal representative must be informed that a clinical staff member and the interpreter will be listening to the discussion. Both hospital staff members should sign and date the English consent form.

**G. Telephone Services:**

a. CyraCom International, Inc is utilized if an interpreter is not available. A list of employees that are trained interpreters who are bilingual is maintained in the Human Resources Department and in the Chief Nursing Officer's office.

**H. Hearing Impaired:**

    **a.**    Contact the Sign Language Interpreting Service:  707-546-6869.

    **b.**    TDD Services are obtained by calling the Patient Access Department or the Emergency Department.

    **c.**    Healthcare Communication Boards are available by Speech Therapy.

**I. Visually Impaired:**

    **a.**    All staff will communicate the content of written materials concerning benefits, services, waiver of rights, consent to treatment forms, etc., by reading them to the impaired person.

**J. Speech Impaired:**

    **a.**    Written materials will be available to facilitate communication of information concerning program services and benefits, waiver of rights, consent to treatment forms, etc.

**Authority/References:**

California Healthcare Association Consent Manual, 2017

U.S. Department of Health and Human Services' Office of Minority Health Federal Register: December 22, 2000 (Volume 65, Number 247) [Page 80865-80879]."

Senate Bill 1840, Section 1259.5(B)(c)(2), January 1, 1991 - NOTICES POSTED in English and Spanish.

**Addendum A:**  CYRA Com Phone Operating Guide (Language Line Services)
**Addendum B:**  CYRA Com International Language Code Sheet
**Addendum C:**  Telecommunication Device for Deaf-Machine Instructions

**ADDENDUM A**

**CYRACOM PHONE OPERATING GUIDE**
**(Language Line Services)**

**To Operate the CyraPhone**

Before placing a call, you need to determine the language to be interpreted and its corresponding three digit code.

- Look on the CyraPhone to see if there is a corresponding number (1-9) button for the desired language.
- If the language is not on the CyraPhone, look up the language code on the attached language list. *(Knowing the language code will speed up your connection time. The system will allow you to speed dial through the menus.)*

1. Pick up the **LEFT** handset and wait for a dial tone.
2. Push the round button labeled "**ACCESS**" to contact the interpretation system.
3. After the system has answered, wait for the voice prompt, then push the round button labeled "**ACCOUNT # / PIN**". This will enter your Account Number and PIN automatically.
4. When the system accepts your account number and PIN, you will be prompted to "Press 1 to select the language….".
5. Following the voice prompts instructions.
    - When prompted to enter the language code, simply press the "**LANGUAGE**" button and the corresponding number (1-9) or enter the three digit language code from the language list, i.e., German is 057.
    - If you don't know the language code, follow the voice prompt instructions and enter the first three (3) letters of the English spelling of the desired language on the telephone keypad, i.e., Spanish would be "spa" or 772.
    - You may add a third party to your call by simply following the voice prompts. If you intend to call a third party, you must choose this option upon hearing the prompt. Once the interpreter is on the line, you can no longer choose this option.
    - Please have the telephone number for your third party ready to speed up the process.
6. When connected to the interpreter, give them a brief explanation of the call. This will help them understand the situation and enable them to assist you more effectively.
7. When you are ready, have the other party pick up the **RIGHT** handset to start your conversation. If third party option is chosen, press 1 to connect the third party.
8. When finished with the conversation, hang up both handsets.
9. If you are having difficulty operating the CyraPhone, please contact our customer service at 1-800-481-3289 or press the round button labeled "**CUST.SVC**"

**ADDENDUM  B**

**CYRACOM PHONE LANGUAGE LIST**
(Language Line Services)

**The CyraCom Language List provides a listing of the most frequently requested languages by clients nationwide.  Additional languages are available upon request.  If you require further assistance requesting or identifying a language, please contact CyraCom Client Services at 1-800-481-3289**

| | | |
|---|---|---|
| Acholi | Gujarati | Pashto |
| Afrikaans | Haitian Creole | Polish |
| Albanian | Hausa | Portuguese |
| Amharic | Hebrew | Punjabi |
| Arabic | Hindi | Romanian |
| Armenian | Hmong | Russian |
| Assyrian | Hungarian | Samoan |
| Azerbaijani | Ibo | Serbian |
| Bambara | Ilocano | Serbo-Croatian |
| Bengali | Indonesian | Shanghainese |
| Bosnian | Italian | Slovak |
| Bulgarian | Japanese | Somali |
| Burmese | Kanjobal | Spanish |
| Cambodian | Karen | Swahili |
| Cantonese (Chinese) | Korean | Tagalog |
| Cebuano | Krahn | Taiwanese |
| Chaldean | Krio | Tamil |
| Chinese | Kurdish | Telugu |
| Chuukese | Lao | Thai |
| Croatian | Lithuanian | Tibetan |
| Czech | Maay Somali | Tigrigna |
| Dari | Macedonian | Tohono O'Odham |
| Dinka | Malay | Toishanese |
| Dutch | Malayalam | Tongan |
| Ewe | Mandarin (Chinese)_ | Turkish |
| Farsi | Mandingo | Twi |
| Finnish | Marshallese | Ukrainian |
| French | Mien | Urdu |
| French Creole | Mixteco | Vietnamese |
| Fukienese | Mongolian | Wolof |
| Fulani | Navajo | Yiddish |
| Georgian | Nepali | Yoruba |
| German | Nuer | |
| Greek | Oromo | |

## ADDENDUM  C

### TELECOMMUNICATION DEVICE FOR DEAF
### TTC MACHINE INSTRUCTIONS

### TO RECEIVE A CALL
1. Phone rings.
2. Put telephone receiver in cups – cord to your left.
3. Turn **POWER** on.
4. Push **PRINT/DISPLAY**:  **UP** – Display and Print / **DOWN** – Display Only.
5. Type "Hello, this is Healdsburg District Hospital, GA" (Go Ahead).
6. When ready to end call, type "GA to SK" (Signing Off).
7. They will type 'SKSK" if also ready.
8. After both have typed, 'SKSK", put receiver on phone.
9. Turn off **POWER**.

### KEYBOARD CODE

| | |
|---|---|
| SK | Signing off |
| GA | Go ahead (end each typed message with a "GA". |
| FIGS | Push to type numbers or figures. |
| LTRS | Push to type letters after using FIGS. |
| DISPLAY | Push DOWN – message moves across screen left to right |
| | Push UP – message moves right to left. |
| CARR RET | Carriage return – Push if you want machine to return in middle of line. |
| BACK SPACE | Push to erase. |
| PAPER ADV | Moves paper up – never pull paper up and out. |

### CALL RELAY SERVICE

| | |
|---|---|
| TDD to Voice | 1-800-735-2929 |
| Voice to TDD | 1-800-735-2922 |

### TO MAKE A CALL
1. Turn **POWER** on.
2. Push **PRINT/DISPLAY** switch:  **UP** – Display and Print.  **DOWN** – Display Only.
3. Put telephone receiver in cups – cord to your left.
4. **PHONE** light will on to indicate dial tone.
5. You are ready to call.
6. Dial phone number to be called.
7. **PHONE** light will flash bright/dim. Slow Flash – Phone Ringing. Rapid flash – Line Busy.
8. If calling both voice and TDD line, keep hitting space bar while ringing – it will alert them.
9. When phone is answered, display screen will show message ending in "GA" (Go Ahead).
10. Now it is your turn to type your message.  End each message in "GA".
11. End of conversation – signal to end will be typed 'GA to SK' (Signing Off).
12. If person also finished, they will type "SKSK".
13. After both have signaled "SKSK", put receiver on phone.
14. Turn off **POWER**.