



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

Entity(s) Facility Policy No. 11196
Department: Administration
Manual: Operations

FACILITY POLICY: INTERPRETER SERVICES / TDD / HEARING IMPAIRED ACCESS

POLICY SUMMARY/INTENT:

The intent is to ensure accurate communication between hospital staff and patients with language or communication barriers. Interpreter Services are utilized because they are qualified or certified interpreters. Qualified or certified interpreter services are used for medical decision making discussions.

DEFINITIONS:

- A. **Qualified Interpreter:** Someone certified that is fluent in English and in the necessary second language who can accurately speak, read, and readily interpret the necessary second language, or who can accurately sign and read sign language.

AFFECTED DEPARTMENTS/SERVICES:

All departments.

POLICY: COMPLIANCE – KEY ELEMENTS

A. Responsibility

1. It is the responsibility of each department leader to assess the logistics for interpretation needs in their department.
2. Department leaders are to educate staff.
3. It is the responsibility of the staff to assess, meet and document the interpretation needs of the patient during education and medical decision making discussions.
4. Laminated "I Speak Cards" are available in the Emergency Department and at the front lobby Admitting Department reception desk for helping to determine the language that the patient speaks. The patient must be able to read in their language to benefit from the use of these cards. In Addition, signage will be posted at patient admission areas (Prompt Care, Clinic Services, OP Surgery and Pharmacy).
5. Staff recognizing the need for assistance accessing interpreter services should contact the Hospital Supervisor/Clinical Resource Technician.

B. Contacting *Optimal Phone Interpreters Service*

1. Dial the *Optimal Phone Interpreters Service* at 1-877-746-4674 (877-RING OPI).
2. Give the Answer Point the billing information
 - a. Language needed
 - b. Access Code (Your Department Cost Center number)
 - c. Organization name (Sonora Regional Medical Center)

- d. Full name of staff accessing service
3. Wait for OPI call center to conference in the Interpreter
4. Brief Interpreter on the nature of the call and what you want to accomplish
5. Add non-English speaker to the line

C. Leaving a Message for a Patient At Home or Other Location Using *Optimal Phone Interpreters Service* “Reference Number Service”.

1. When the intended party is not at home, the OPI operator will leave a message with the OPI Toll Free number along with a unique reference number on the answering machine or with whoever is home at the time. When the Limited English Speaker (LES) gets home, they hear the message, call 877-746-4674 and give the OPI operator the reference number. The operator then looks up the contact information attached to that reference number, and connects the LES to the person at SRMC who placed the initial call request along with an interpreter.

D. Answering an Incoming Call using the *Optimal Phone Interpreters Service*

1. Place the non-English speaker on *Conference Hold* (Instructions on how to “Conference Hold”: with the caller on the line press “Conference”. First follow steps 2 and 3 below. After following steps 2 and 3 press “Connect” or “Swap”).
2. Dial the Optimal Phone Interpreters Service at 1-877-746-4674 (877-RING OPI).
3. Give the Answer Point the billing information
 - a. Language needed
 - b. Access Code (Your Department Cost Center number)
 - c. Organization name (Sonora Regional Medical Center)
 - d. Full name of staff accessing service
4. Wait for OPI call center to conference in Interpreter
5. Brief Interpreter on the nature of the call and what you want to accomplish
6. Add non-English speaker to the line.

E. TDD/Hearing Impaired

1. A Telecommunications Device for the Deaf (TDD) is located in the ED/Outpatient
2. Registration area (209-536-3494). When receiving a TDD call, turn the TDD power switch to “On” and place the telephone hand piece on the TTD machine. You will then be able to communicate by receiving a typed message and typing in a response.
3. Specialized telephones for the Hearing-Impaired enhance high-frequency sounds, which are missed by many hearing-impaired people. The telephones can be accessed in the Medical Surgical Clinical Lead/Scheduler’s office located on the second floor. Please provide the name of the patient who will be using the telephone to the Clinical Lead or scheduler. Upon discharge Environmental Services staff will disinfect the phone with a Super Sani-Cloth and return the phone to the Medical Surgical Clinical Lead/Scheduler’s office.
4. If the patient requests an interpreter that signs, please refer to section F. *Accessing “Interpreting and Consulting Services, Inc.”*

F. Accessing “*Interpreting and Consulting Services, Inc.*”

1. Hospital departments should contact the Hospital Supervisor/Clinical Resource Technician, to arrange for a signing interpreter for a hearing impaired patient requesting a sign language interpreter.
2. Off Site Services scheduling of interpreting services for the hearing impaired patients can be made by calling “Interpreting and Consulting Services, Inc.” 24 hour line at 1-800-549-2600. One week lead time is requested

but shorter notice times can be met.

G. Patient Refuses Hospital Provided Qualified Interpreter

1. A patient may use a family member, caregiver or friend only after:
 - a. Being informed that qualified interpreter services are available upon request at no cost to the patient.
 - b. The patient refuses the use of hospital provided interpreter services.

H. Documentation in the Health Record

1. The type of interpreter service used: ie, Optimal Phone Interpreters (OPI) or TDD or interpreter.
2. Consents must include a signature by the interpreter in addition to the patient’s signature.
3. If a family or friend is used as an interpreter, the healthcare provider will document the following:
 - a. The patient was informed that qualified interpreter services are available upon request at no cost to the patient.
 - b. The patient or individual refused qualified hospital provided interpreter services.
 - c. The name of the patient’s chosen interpreter.
4. The Healthcare Provider will document that consent was received via OPI or TDD Interpreter.

I. Five Key Tips to Effective Patient Communication using an Interpreter

1. Discuss with the interpreter the purpose of the session.
2. Speak and look directly at the patient.
3. Keep communications short. Do not use long, involved sentences. Avoid abbreviation, professional terms, slang, and metaphors.
4. Ask the patient to repeat instructions in their own words.
5. Listen to the patient with your eyes by watching nonverbal communications, such as facial expressions, voice intonations, and body movements.

J. Regulatory Compliance

1. Patient complaints concerning Interpreter Services should be referred to the Customer Service Line 536-3385. Patients may also complain directly to the Department of Health Services, 7801 Folsom Blvd. Suite 200, Sacramento, CA 95826; (916) 229-3400. Hearing-impaired may use the TDD to call (800) 735-2929 for a complaint.
2. Quality Management will send a copy of this policy annually to the Department of Health Services This policy will be reviewed annually.
3. A notice that Interpreter Services are available will be posted in Lobby and Reception Areas.

REFERENCES: CHA Consent Manual 2003, 2013, 2014

CALIFORNIA:
HAWAII: Not applicable
OREGON: Not applicable
WASHINGTON: Not applicable

CORPORATE AUTHOR: Not applicable
SITE SPECIFIC POLICY OWNER: Dir Risk Mgt EE Hlth
COLLABORATION:

APPROVED_BY:

CORPORATE: Not applicable

HOSPITAL:

INDIVIDUAL:

REVIEW DATE: 06/27/2013, 09/04/2014,

REVISION DATE: 04/01/2013, 04/13/2015, 07/15/2015,

NEXT REVIEW DATE: 07/14/2018

ATTACHMENTS:

(REFERENCED BY THIS DOCUMENT)

OTHER DOCUMENTS:

(WHICH REFERENCE THIS DOCUMENT)

DISTRIBUTED TO: Refer to AFFECTED DEPARTMENTS/SERVICES above

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Lucidoc at*

<https://www.lucidoc.com/cgi/doc-gw.pl?ref=ahsmc:11196>.