Policy/Procedure Number	PR-1004		
Policy/Procedure Name	Access to Interpreter Services		
Type of Policy/Procedure	Patient Rights and Services		
Date Approved	06/16		
Date Due for Review	06/17 (Annual)		
Policy/Procedure Description	Outlines the role of Interpreters and bilingual employees at Children's Hospital and the means for obtaining interpreter services.		
Supersedes	PR-1004, Patient Rights and Services, Interpreting HR-1078, Human Resources, Bilingual Employees 1.3117, Policy: Patient & Family, Interpreting		

Purpose Statement

Reflecting the philosophy of Valley Children's Hospital, all employees will understand and participate in the practice of providing language assistance to all Limited English Proficient (LEP) individuals in a non-discriminatory manner. This is to ensure meaningful communication with LEP patients/families and their representatives regarding their medical condition and treatment. It also provides for communication of information contained in vital documents. All interpreters, translators and other aids shall be provided without cost to the patient/family being served and patients/families will be informed of the availability of such assistance free of charge.

Patients/families will not be denied language intervention assistance due to age, race, ethnicity, religion, culture, language, physical or mental disability, socioeconomic status, sex, sexual orientation, and gender identity or expression.

Patients/Families will be provided with any means of communication necessary at any time during their care when communication is considered imperative. Some LEP patients/families may prefer or request to use a family member or friend as an interpreter. Family members (especially children) or friends will not be used as interpreters unless requested after the LEP patient/family understands that interpreter services are available from the Hospital free of charge. Extra caution must be taken when the LEP patient/family chooses to use a minor as the interpreter. While the LEP patient's/family's decision should be respected, there may be additional issues of competency, confidentiality, or conflict of interest when the choice involves using minor children as interpreters. In emergency situations, the temporary use of family members or friends may be necessary. An interpreter provided by the hospital may still be present during the intervention as determined by the care provider to assist or monitor the exchange of information.

Policy

Valley Children's Hospital, honors racial, ethnic, cultural and socio-economic diversity of families. Valley Children's Hospital accepts and complies with language assistance regulatory requirements. The purpose of this document is to provide guidelines to staff in the provision of language assistance to LEP patients/families and the use of interpreters and translators.

Interpreting is done via verbal mode and translating via written mode. An interpreter or translator is the individual providing the service. The Interpreter Services Department coordinates the interpretation and translation services rendered at Valley Children's Hospital. Professional Medical Interpreters are available 24 hours, 7 days a week through the Interpreting Service Department. Language intervention assistance may be provided either as a face to face, video or telephone intervention.

Valley Children's Hospital will annually review the policy for providing language assistance to patients/families with language or communication barriers. Modifications may be made following the assessment of changes in demographics, services offered, patient/family feedback and requests from community organizations.

Valley Children's Hospital Madera, California

A bilingual employee may communicate in the necessary second language, if they are able to accurately speak and meet expectations of the customer service session and when it is appropriate for their role and competency level. Bilingual employees, volunteers and providers remain accountable to the management of their department related to their work assignments, responsibilities and for supervision.

Qualified/Applicable Personnel

Professional Medical/Healthcare Interpreters meet critical behaviors to qualify in this role. Competency check is completed and kept in the employee's department file by the supervisor.

Definitions

Limited English Proficient (LEP) Person

Individuals who do not speak English as their primary language and who have a limited ability to read, write, or understand English

Languages of Lesser Diffusion

Languages that are rarely encountered are languages of lesser diffusion.

Interpreter

A person who is fluent in English and in the necessary second language and who mediates spoken or signed communication between people speaking different languages without adding, omitting, or distorting meaning or editorializing. An interpreter acts as an intermediary between people with language needs. The interpreter does not provide direct service in a second language.

Medical or Healthcare Interpreter

A specially trained professional who is fluent in both English and another language, who is trained and proficient in healthcare interpreting; adheres to the professional code of ethics and protocols of healthcare interpreters; is knowledgeable about medical terminology; and can accurately and completely render communication from one language to another. Communication typically takes place between a patient/family and a healthcare provider (doctor, nurse, therapist, etc.).

Interpreting

The process of understanding and analyzing a spoken or signed communication; then re-expressing the message faithfully, accurately and objectively in another language; taking the cultural and social context into account. The purpose is to enable communication between two or more individuals who do not speak each other's languages.

Bilingual

Bilingual is a term describing a person who is proficient in two languages and communicates fluently with people in either language. Fluency in both languages, the most basic of the qualification of an interpreter, by itself does not insure the ability to interpret.

Translation

The conversion of a written text into a written text in a second language corresponding to and equivalent in meaning to the text in the first language

Procedure

Process

1. The Interpreter Services Department (35250) dispatches medical interpreters Monday through Friday 8:00 a.m. to 4:45 p.m. to meet face to face interpreting needs for inpatient and ambulatory areas. A contract service will provide face to face interpreting for languages of lesser diffusion. Medical interpreters are dispatched through the hospital operators during evenings, weekends and holidays. The Interpreter Services Department may contract with other agencies to meet the specific language requirements of patients and families when in-house resources are unavailable. This information and contact numbers are available through the Interpreter Services Department

- during business hours and can be accessed through the hospital operator during evenings, weekends and holidays
- Medical interpreters provide over the phone language assistance to care providers by dialing #990.
- 3. InDemand provides telephonic interpreting by dialing #990 for rare language needs. American Sign Language is available by video or by submitting a Special Request form located on the George Page to obtain a face to face interpreter through Deaf and Hard of Hearing Service Center
- 4. After hours and weekend when an intervention is expected to be 60 minutes or longer or any time for rare languages, a special request form, which is located on the George page should be submitted.
 - After hours, weekends and holidays, the hospital operator will be responsible assign in-house interpreter and/or additional resources available.
- 5. Deaf and hard of hearing patients and families will be provided a video remote interpreting unit TTY Relay Operator can be contacted by dialing 9, then 711.

Bilingual Employees

- 1. An employee who has a license or certification to function in a patient care environment may provide direct patient care using the necessary second language and medical terminology within their scope of practice, if they are able to accurately communicate in the required language. An employee who is not licensed or certified may provide direct patient care within their scope of practice using the necessary second language, if they are able to accurately communicate in the required language. Customer service interpreting intervention does not include the use of medical terminology outside of the employee's scope of practice.
- 2. The bilingual employee's ability to communicate in a second language and interpret basic customer service interventions will be documented on the employee's Department Orientation and Competency Checklist during initial orientation. This competency will be documented by department management if competent and bilingual in the same language or by a designee who is competent and bilingual in the same language.
 - A. The orientation process of a new employee will generate information for Human Resources to maintain a data base of languages spoken by employees.
 - B. Department management has access to a department specific report of all competent bilingual employees.
- 3. In rare instances, an advanced level bilingual employee may be certified as competent for a defined scope of interpretive duties. This advanced level bilingual employee will be known as a dual role medical interpreter once approved and certified.
 - A. Situations defined as low risk i.e., single specialty and highly repetitive involving standard intervention used for multiple patients may be met by a certified dual role medical interpreter. In this rare instance, the dual role medical interpreter requires approval by the Department Director, the Medical Director, Chief Medical Officer and the Executive Leader of the division.
 - B. During the competency certification of the individual by Interpreter Services and in collaboration with the employee's department the scope of their allowed interventions and activities are defined and documented.

Documentation

Care providers document the use of an interpreter or document that medical interpreter services were offered at no charge to the patient/family and were declined. Medical interpreters document their language intervention service in the medical record.

References/Regulations	2011 Accreditation Manual for Hospitals, Joint Commission on the Accreditation of Healthcare Organizations RI.01.01.01 & RI.01.03
	California Hospital Association Consent Manual, 2011
	California Code of Health and Safety, Section 1259& 1376.04
	Health and Human Services, Title VI of the Civil Rights Act of 1964
	The Office For Civil Rights/Americans with Disability Act (ADA).
	Office of Minority Health - Cultural and Linguistic Appropriate Services (CLAS) Standards
	The California Association of Public Hospitals, in conjunction with the Safety Net Institute, developed "Straight Talk: Model Hospital Policies and Procedures on Language Access," available at http://www.safetynetinstitute.org/publications/index.html .
	National Standards on Culturally and Linguistically Appropriate Services

Other Related Policies/ Procedures	

Content Expert(s) Review	Date(s)
Manager, Accreditation and	09/11, NA
Regulatory Compliance	
Director, Social Work and	09/12, 06/14, 06/16
Interpreter Services	
Director, Workforce Planning	06/14, 06/16
PCD Leadership	11/12, NA
CLAS A	08/14, 08/15, 06/16
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Approved by	Date(s)
EC	09/11, 11/12, 08/14, NA
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	06/09, 06/10, 09/11, 11/12, 09/14*, 11/15*, 06/16*
CEO/BOT	09/11, 11/12, 09/14, 11/15, 06/16

^{*}CNO only

Attachment A – Levels of Bilingual Employee Interpreting

Bilingual Employee - Customer Service Interpreting		Medical Interpreting or Dual Role Medical Interpreting	
Possible Activities		Possible Activities	
1.	Simple updates not requiring complex medical terminology	1.	Medical diagnosis
2.	Clarifications to Admission Data Sheet		Informed Consent (translated forms utilized when available)
3.	Simple requests i.e., water, juice	3.	Plan of Care
4.	Room orientation	4.	Technical teachings, i.e., broviac, medport
5.	Simple waiting room questions	5.	Pre-surgery consults
6.	Patient registration	6.	Post surgery updates
7.	Scope of practice	7.	Anesthesiologist orientation/consults
		8.	Medical history
		9.	Assessment
		10.	Discharge instructions

Interpreter Services

An Interpreter is available to you free of charge when needed. You have the right to a medical interpreter or bilingual employee to assist you with language. Please point to your language and wait.



Shqip

Keni të drejtën për përkthyes falas gjatë vizitës mjeksore. Ju lutem tregoni me gisht gjuhën që fileni. Ju lutem prisni, do t'ju gjejmë një

Amharic



ሕክምናን በሚመለከት ያለምንም ወጪ አስተርጓሚ የማንኘት መብት አለዎት። PROTECTOS PROMETOS ESE SOMET SOADE PANES ANACRE AND MA CON ARMS EASON

لك الحق بمترجم طبي مجاناً. رجاء أشر إلى لغتك. سوف تدعو مترجماً طبياً. انتظر من فضلك.

Յայերեն

Թուգ իրավունելը ունից ունենալու թժշկական թարգմանիչ արանց որեւէ վճարումի. Դաճից մատնունչնք ձեր մայրենի լեզմին եւ րժշկական թարգմանիչ մը կլլ կանջըմի ձեր ծամար. Դահիզ ապասեց.

বাংলা দিবর'চার মেডিকাল বোডার্কু শুবার আলনার অধিকার আর্মেঃ ষ্যা করে আপনার ভাষাকে নির্দিষ্ট করন। একজন বেডিকাল দোভাষীকে ভাকা হবে। ষয়া করে অপেকা করুন।

Cape Verdean Creole

Kriolu di Kabu Verdi

Nho/nha ten direku di ten un intérpiti na saúdi, di grasa. Pur favor, nho/nha mostră ku dédu kal ki é lingua di nho/nha. Ta barnedu un Interpit. Nho/nha spess, pur favor.



Cantonese | Mandarin | Toisanese | Taiwanese/Fuklenese 廣東話 國語 台山話 台灣語/福建話

你是有權利要求一位免費的醫療傳媒員。 讀指出你的語言。發表傳题員將會為你服務·請稍续。

Français

Vous avez droit gratuitement aux services d'un interprète médical. Veuillez indiquer votre langue, Nous alons contacter un interprète médical. Vaufilez patienter s'il vous plait I

Deutsch

enlosen Anspruch auf eine/n medizir Dolmetscher/In. Bitte deuten Sie auf Ihre Sprache. Ein/e ische/r Dolmetscher/in wird gerufen. Bitte werten Sie.

Ελληνικά

Είναι δικαίωμά σας να έχετε ιστρικό διερμηνέα χωρίς καμμία χρηματική επιβάρυνση. Σος παρακαλώ υποδείξετε την γλώσσα που μιλάτε. Θα ιδιοποιήσουμε ένα διερμυνέα.

Kreyòl Ayisyen

Ou gen dwa a you entilpret medikal gratis. Tenpri montre nou lang pa w la. N ap rele you entépnit medical pou ou. Tanpri ret tann.

Punjabi

tuh;n U tuh;DI B;S; ivLc D;kTrI duB; SIXe d; hLk hE . ikrp; krke apNI B;S; vl iXS;r; kro ate asI

हिन्दी

आपको निज्ञुसक चिकिरसीय दुमानिया (अनुवादक) अप्त करने का अभिकार है। कृपया अपनी नामा की और इशाय करें। चिकिन्सीय दुर्गायिया (अनुरादक) को मुलाया जाएगा। कृपया प्रतीका करें।

Hmoob

Kol must cal trais low pab trhais lus dawb tels them rivisi hauv key kho mob. Koj taw tee rau koj hom kis no. Mam hu tus tichais lus. Thoy much tos.

Italiano

Avete dritto ad un interprete medico. Il servizio è gratulto, Indicate la vostra lingua e attendete; un interprete medico sarà chiamato al oli presto.

日本語

医療通訳を無料でご利用になれます。「日本語」 の文字を指示してください。日本語を話す 医療通訳を手配いたしますのでお待ち下さい。

ខែន

ពនីរយីប្រែក្រោសាវតមាតែ ដធិក្សារត្និហាត្តនរបស់ទទៅកែរពបត្រែថ្ងិប្បញិ តិបានទៀត្តិសិលកម្ពីរពេញប្រៃថ្មីហ្សីពីរយត់តែមជុំជាដែរបាជាងួយប្រុខ្មី សិតធទិកា rudlaudmäu viaspoga

한국말

무료로 의료 전문 홍역사의 도움을 받을 수 있습니다. 해당 언어를 선택하십시오. 의료 전문 통역사에게 연결 뭘 것입니다. 잠시만 기다려 주십시오.

ຄົນລາວ

ກ່ານມີສຶດຂຸ້ນາຍແປນາສາໂດຍທ່ານບໍ່ຈຳເປັນຕ້ອງຈ່າຍ. ກະລຸນາຊີ້ໃສ່ພາສາຂອງທ່ານ. ນາຍພາສາຈະຖືກຜົ້ນມາ. ກະລຸນາລໍຖ້າ.

Jezyk polski

Jesteś upoważniony do korzystania z usług polskiego medycznego tłumacza. Usługa ta jest na nasz koszt. Proszę wskazać swój język. Proszę czekać, łączymy z tłumaczem.

Português

Você tem o direito a um intérprete de grace. Por fevor aponte para a lingua que você fala. Um intérprete será chamado. Por

Русский

Вы имеете право на услуги бесплатного медицинского переводчика. Назовите, пожалуяста, своя язык. Медицинския перводчик будет вызван. Пожалуйств, подождите.

Srpsko-Hrvatski

VI imate pravo na bospiatnog medicinskog prevodioca Molimo vas da nokazete na ves jezik Medicinski prevodilac ce biti pozven. Hvala i molimo vas da sacekate.

Soomaali

Waxaad xag u leedaha in tarlubaan caafimaad oo lecag la aan ah laguugu yeero. Fedian farta ku fiiq afkaaga. Tarjubaan caafimaad has ferral wacayas no sun!

Español

Usted tieno derecho a un intérprete médico gratia. Por tavor señale su idioma, Llameremos a un intérprete médico. Por favor espere,

Other Languages from Mexico

Alto, Balo Mixteco

Triaui Zapoteco

Tagalog

May karapatan kang magkaroon ng taga-ugnay medisina na walang bayad, Ituro ang Iyong wika. Maghintay at tutawagin ang taga-

ท่านนี้สีทรั้งอย่านแปลภาษาทางการแพทย์ โดยไม่เสียทำให้ง่ายโดว กรณานี้ภาษาของท่าน กรณารอธิกครู เราจะโทรศัพท์เรียกฉ่ามให้ท่าน

آپ مفت طبی ترجمان کی خدمت کے مستحق میں. براه کوم اپنی زبان کیے تام کی طرف اشاره کیجئے. آپ کے لیے ایک طبی ترجمان بلایا جائیگا۔ براه کرم انتظار کیجیتے۔

Tiếng Việt

Quý vị có quyền được một thông dịch viên y tổ miễn phí. Xin chỉ vào ngôn ngữ của quý vị. Chúng tôi số gọi một thông dich vien y te. Vui long chò trong giay let.

Interpreter Services ext. 35250 Language Assistance #990