



# Garden Grove Hospital Medical Center

## Language Assistance Services Policy

### **PURPOSE:**

The hospital effectively communicates with patients when providing care, treatment, and services.

### **POLICY:**

It is the policy of Garden Grove Hospital Medical Center to comply with the requirements of the Americans with Disabilities Act (ADA) to provide effective means of communication for patients, family members and hospital visitors.

1. HOSPITAL recognizes the special needs and concerns of individuals who are hearing impaired or of linguistic and cultural minority groups who are limited English proficient (LEP), who are deaf, hard-of hearing, or have physical and/or cognitive limitations. The hospital will provide special communication devices to deaf and hard –of – hearing patients along with qualified interpreters and translation services to patients in accordance with applicable State and Federal Laws. Garden Grove Hospital & Medical Center understands that LEP and hearing impaired individuals may require interpreter services in clinical and administrative settings to obtain equal access to health care. Interpreter services are available for patients twenty-four hour a day, seven days a week.
2. Signage is posted in all patient care areas and ancillary service areas communicating the availability of interpreter services.
3. Bilingual staff should not participate in any interpretation circumstance other than that which is considered a part of common courtesy, i.e., greeting a patient or visitor, providing basic directions around the hospital, etc., unless they are hospital approved. Further, they are not required to participate in any interpretation circumstance which they believe to be disruptive to their normal job assignment, contrary to their own beliefs and values, or which may require special/technical understanding beyond their scope of practice.
4. To ensure access to health care information and services for limited-English-speaking or non-English-speaking residents and deaf residents the Garden Grove Hospital & Medical Center shall:
  - 4.1 Adopt and review annually a policy for providing language assistance services to patients with language or communication barriers.
  - 4.2 The policy shall include procedures for providing, to the extent possible, as determined by the hospital, the use of an interpreter whenever a language or communication barrier exists, except where the patient, after being informed of the availability of the interpreter service, chooses to use a family member or friend who volunteers to interpret.
  - 4.3 The hospital shall annually transmit to the state department a copy of the updated policy and shall include a description of its efforts to ensure adequate and speedy communication between patients with language or communication barriers and staff.(California Health and Safety Code Section 1259)
  - 4.4 Develop, and post in conspicuous locations, notices that advise patients and their families of the availability of interpreters, the procedure for obtaining an interpreter and the telephone numbers where complaints may be filed concerning interpreter service problems, including,

but not limited to, a Telecommunication Device for the Deaf (T.D.D).number for the hearing impaired.

- a. The notices shall be posted, at a minimum, in the emergency room, the admitting area, the entrance, and in outpatient areas.
- b. Notices shall inform patients that interpreter services are available upon request, shall list the languages for which interpreter services are available, shall instruct patients to direct complaints regarding interpreter services to the state department, and shall provide the local address and telephone number of the state department, including, but not limited to, a T.D.D. number for the hearing impaired.

## **PROCEDURE**

1. Notification of Rights to LEP patients/families. Informs LEP patient/family of the following:
  - 1.1 A qualified interpreter at no cost to them for discussion of information necessary for healthcare or financial decisions
  - 1.2 Not to rely on their friends or family members as interpreters.
2. Identification of patients who require interpreter services or assistive devices for physical or cognitive impairments
  - 2.1 Upon admission, identify and record a patient's primary language and dialect on the patients' medical record.

Note: If the patient is a minor, is incapacitated, or has a designated advocate, the communication needs of the parent or legal guardian, surrogate decision-maker, or legally authorized representative is documented in the medical record.

3. Use of Interpreters
  - 3.1 Interpreters shall be used in any situation where clear and effective communication is necessary.
  - 3.2 All interpreter services provided should be documented in the medical record.
  - 3.3 In emergency situations, treatment will be provided in accordance with standard medical practice. Emergency care will not be delayed pending the arrival of an interpreter. All reasonable efforts will be made promptly to locate an interpreter – this includes the use of over-the-phone interpreter services.
  - 3.4 Minor children are not to be used as interpreters
  - 3.5 Family and friends, with the exception of Activities of Daily Living should not be asked or required to interpret for LEP or deaf/hard-of-hearing patients.
    - a. Even with the refusal of interpreter by a patient or family member is made, the hospital reserves the right to have a qualified medical interpreter present during any encounter
    - b. Document in the medical record that the interpreter or aids were offered and declined by the patient or patient's family member/surrogate decision maker.
4. Written Translations
  - 4.1 Any foreign language document given to patients and families by or on behalf of HOSPITAL must be organizationally approved. Free auto translation sites (i.e.: Google translate) should not be used.
5. Approval of Interpreters
  - 5.1 Human Resources Department is responsible for the evaluation of a prospective interpreter's qualifications. Individuals interested in interpreting, including bilingual staff, must be approved by the Human Resources Department as deemed qualified.

5.2 Human Resources Department is responsible to prepare and maintain as needed a list of interpreters who have been identified as proficient in sign language and in the languages of the population of the geographical area serviced who have the ability to translate the names of body parts, injuries, and symptoms.

## 6. Staff Training and Resources

6.1 The hospital shall assure that staff, physicians, and other appropriate personnel are trained in the following

- a. Communication needs of the deaf, hard-of-hearing, and patients with LEP
- b. When and how to use interpreters
- c. How to use a TDD, over - the - phone interpreter services, other communication aids or other independent contracted medical interpreters
- d. All new employees will receive information about interpreter services and communication aids during New Employee Orientation and annually thereafter.

6.2 For additional assistance, contact the nursing office or social services

## **WORKING EFFECTIVELY WITH A MEDICAL INTERPRETER**

1. Allow the interpreter to greet you and to provide an interpreter ID number.
2. Write the interpreter ID number in the patient's file for documentation.
3. Provide the interpreter with a brief explanation of the call.
4. Allow the interpreter to introduce him/herself to the patient.
5. Speak directly to your patient and make eye contact.
6. Speak in the first person.
7. Use short but complete phrases.
8. Avoid slang, jargon or metaphors.
9. Allow the interpreter to clarify linguistic and cultural issues.
10. Remember that everything is repeated and kept confidential.

## **Hearing Impaired Patient**

1. The hearing impaired person must be able to choose the mode of communication that services his/her needs; sign language through an interpreter, written notes, lip-reading, Telecommunication Device for the Deaf (TDDs), Video Remote Interpretation (VRI), or other assistive devices.
2. Aids needed are provided without cost to the person being served.
3. Interpreters are called at the patient's request.
4. Assessment of a patient's hearing impairment is documented in the record to alert all caregivers so that special needs can be addressed when delivering care.

## 5. Telecaption Decoder

5.1 Closed caption device for the hearing impaired to be able to watch television. Engineering is to be notified to activate

## 6. State Relay

6.1 For telephone communication with a hearing impaired person with a telecommunication device, State Relay provides an operator who acts as an interpreter for you and the person you are calling

## **Visually Impaired Patient**

1. The staff or interpreter will read fully, upon request, and provide assistance, if necessary, in completing consent forms, financial responsibility forms, advance directive forms and other documents.
2. The staff will orient the patient to the physical layout of the room (including the location and operation of call light) keeping the environment free of obstacles, bearing in mind the patient's safety at all times.
3. Service Animals: Garden Grove Hospital & Medical Center can make the necessary accommodations for a vision impaired/blind patient who uses a service animal. Room assignments will be made as appropriate to allow the service animal to remain with the patient during the hospital stay.

## **REFERENCES**

Health and Safety Code (CA section 1259)

Americans Disability Act (Title III)

Americans with Disabilities Act (1990)

Civil Rights Act (1964; HHS; Title VI 1964)

Rehabilitation Act (1973)

TJC 2012 Standards HR.01.02.01; PC.02.02.21; RC.02.01.01; RI.01.01.01; RI.01.01.03

## **ADDENDA**

- Cyracom Language Services

## **CyraCom Language Services**

### **Accessing a Medical Interpreter**

#### **Using Video Remote Interpretation (VRI) Services**

1. Go to CyraCom VRI icon on the desktop
2. Sign in by clicking OK (Username and Password already entered)
3. After you have signed in, select the VRI section
4. Select your language in the drop down menu
5. Click the “start Session” button to begin

#### **Using ClearLink® The Blue Phone™ for Medical Interpretation**

1. Plug ClearLink® into an analog (single line) phone jack.
2. Pick up the left handset to get a dial tone.
3. Press the blue button labeled *ACCESS or dial 800-481-3293*.
4. When prompted, press the white button labeled *ACCT/PIN*.
5. Say the language you need.
6. Select if you would like to add an additional person to the call.
7. When the interpreter comes on the line, give the interpreter a brief explanation of the call.
8. Pick up the second handset and pass it to the patient.

#### **To add the additional person at the start of your interpretation session:**

1. Press “1” when prompted if you would like to add an additional person to call. Follow the prompts to enter the person’s phone number.
2. When the interpreter greets you, say you are adding an additional person. Give the interpreter the name of the person you are calling and the purpose of the call.
3. Press “1” when you are ready to connect to additional person to the call.

#### **To add additional person when the interpretation session is already in progress:**

Press “8” to be prompted to enter the additional person’s phone number, or ask the interpreter to add the additional person to you.

# INTERPRETER SERVICES: NON ENGLISH SPEAKING PATIENTS/ HEARING IMPAIRED PATIENT/VISUALLY IMPAIRED

## Language List

Acholi	Farsi	Krio	Serbian
Afrikaans	Finnish	Kurdish	Serbo - Croatian
Albanian	French	Lao	Shanhainese
Amharic	French Creole	Lithuanian	Slovak
Arabic	Fukienese	Maay Somali	Somali
Armenian	Fulani	Macedonian	Spanish
Assvrian	Georgian	Malav	Swahili
Azerbaijani	German	Malavalam	Taqaloq
Bambara	Greek	Mandarin	Taiwanese
Benqali	Gujarati	Mandingo	Tamil
Bosnian	Haitian Creole	Marshallese	Telugu
Bulgarian	Hausa	Mien	Thai
Burmese	Hebrew	Mixteco	Tibetan
Cambodian	Hindi	Monqolian	Tigrina
Cantonese	Hmong	Navaio	Tohono O'odham
Cebuano	Hungarian	Nepali	Toishanese
Chaldean	Ibo	Nuer	Tongan
Chinese	Ilocano	Oromo	Turkish
Chuukese	Indonesian	Pashto	Twi
Croatian	Italian	Polish	Ukrainian
Czech	Japanese	Portuquese	Urdu
Dari	Kaniobal	Puniabi	Vietnamese
Dinka	Karen	Romanian	Wolof
Dutch	Korean	Russian	Yiddish
Ewe	Krahn	Samoan	Yoruba



## Accessing a Medical Interpreter

### Using Any Phone

- Dial **1-800-481-3293** to access the interpretation services.
- When prompted, enter your 9-digit account number:
- At the second prompt, enter your 4-digit PIN number:
- Say the language you need.
- Select if you would like to add an additional person to the call.
- When the interpreter comes on the line, give the interpreter a brief explanation of the call.

### Additional Person Anytime Option

With this option, in addition to having the interpreter and the patient on the call, you can conference in another person. You can also use this option to make outbound calls to a patient with the interpreter on the line with you.

To add the additional person at the start of your interpretation session:

- Press "1" when prompted if you would like to add an additional person to the call. Follow the prompts to enter the person's phone number.
- When the interpreter greets you, say you are adding an additional person. Give the interpreter the name of the person you are calling and the purpose of the call.
- Press "1" when you are ready to connect the additional person to the call.

To add an additional person when the interpretation session is already in progress:

- Press \*8 to be prompted to enter the additional person's phone number, or ask the interpreter to add the additional person for you.

### Working Effectively with a Medical Interpreter

- Allow the interpreter to greet you and to provide an interpreter ID number.
- Write the interpreter ID number in the patient's file or progress notes for documentation.
- Provide the interpreter with a brief explanation of the call.
- Allow the interpreter to introduce him/herself to the patient.
- Speak directly to your patient and make eye contact.
- Speak in the first person.
- Use short but complete phrases.
- Avoid slang, jargon or metaphors.
- Allow the interpreter to clarify linguistic and cultural issues.
- Remember that everything is repeated and kept confidential.



## Identifying Your Patient's Language

This chart reads, "Do you speak [language]?" Show this chart to your patients and have them point to their language.

<b>Arabic</b>	هل تتكلم اللغة العربية؟
<b>Bengali</b>	আপনি কি বাংলা বলতে পারেন?
<b>Bosnian</b>	Govorite li Bosanski?
<b>Cambodian</b>	តើអ្នកនិយាយភាសាខ្មែរ ឬទេ?
<b>Cantonese</b>	您講廣東話嗎?
<b>Chinese</b>	您讲中文吗?
<b>Farsi</b>	آیا شما فارسی صحبت میکنید؟
<b>French</b>	Parlez-vous français?
<b>Haitian Creole</b>	Èske ou pale Kreyòl?
<b>Hmong</b>	Koj puas hais lus Hmoob?
<b>Italian</b>	Parlate italiano?
<b>Japanese</b>	日本語を話しますか。
<b>Korean</b>	한국어 통역이 필요하십니까?
<b>Mandarin</b>	您讲普通话吗?
<b>Polish</b>	Czy mówi Pan/Pani po polsku?
<b>Portuguese</b>	Você fala português?
<b>Russian</b>	Вы говорите по-русски?
<b>Somali</b>	Af Soomaaliga ma ku hadashaa?
<b>Spanish</b>	¿Habla español?
<b>Vietnamese</b>	Ông/bà nói tiếng Việt phải không?

For 24-hour assistance call Client Services at 800-481-3289.

Learn more at [www.cyracom.com](http://www.cyracom.com)

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## **INTERPRETER SERVICES**

The following services are available to all patients and families requiring communication assistance:

### LANGUAGE INTERPRETATION

- 24 hour telephone interpreter services through Cyracom Language Services are available using designated Cyracom Language Services Phones located in patient care areas.
- Instructions for use are listed on the handset.

### HEARING IMPAIRED SERVICES

- Hearing impaired interpreter services –
- Telecommunication Device for the Deaf (TDD)
- Amplified telephone handsets
- Closed Captioned television available via Engineering Department

Questions or concerns may be referred to

SB 1840 Ch. 672 California Department of Public Health H & S Code Section 1259 Licensing & Certification

Hospital Interpreter Services  
681 S. Parker Street, Suite 200  
Orange, California 92868

1-800-228-5234

TDD 1-800-735-2929

(Relay Operator for TDD) 1-800-735-2922