



SUBJECT:	Communications with Deaf, Hard of Hearing and Non-English Speaking Patients and Families
SPONSOR:	Chief Hospital & Nursing Officer
CATEGORY:	Provision of Care, Treatment, and Services
DEPARTMENTS IMPACTED:	Organization Wide
COMMITTEE:	Policy Committee

PURPOSE: To ensure effective means of communication for patients, family members and hospital visitors who are deaf or hard of hearing or non-English speaking. The purpose of the effective communication is to ensure that the person with a hearing and/or a language barrier can communicate with, receive information from, and convey information to the CRMC, including the healthcare and business support team.

RESPONSIBILITY: Director of Patient Access

DEFINITIONS:

- **Auxiliary aids and services:** include equipment or services a person needs to access and understand audio information and to engage in effective communication. Forms of communication to be considered depending upon the situation: in person, language line or online video report service.
- **Qualified Interpreters:** a qualified interpreter is someone who can effectively, accurately, and impartially interpret for a person with a disability, both receptively (understanding the person) and expressively (conveying information back to them) using any necessary specialized vocabulary. In the medical setting, this will mean that the interpreter may need to interpret complex medical terminology.

POLICY STATEMENT: It is the policy of Cuyuna Regional Medical Center to provide appropriate and effective communication assistance in a method and language understood by the patient and/or primary caregiver. Interpreters will be provided at no cost to the patient.

All staff and providers will arrange for language services to help with treatment of patients whose preferred language is not English or who are deaf.

PROCEDURE:

- 1) The method of communication and the services or aids will vary depending upon the abilities of the person to communicate and staff assessment as to communication barriers.
- 2) Requests for interpreter services should be made with the following services:
 - a) Language Line: This can be used for translation when a patient or family is a non-English speaking person. This is an on-demand telephone service only. Call 1-844-732-6288 and enter facility PIN: 7432917 and follow instructions. Service provided by ASLIS.
 - b) Remote services: Video Remote Interpreting (VRI). VRI is a video-telecommunication service that uses a qualified interpreter or translator of other than English language and is located at a call center.
 - i) Access through app on iPads located at clinic registration (including satellite clinics), emergency department, and med/surg hospital unit or,
 - ii) Access through app on computer on wheels in med/surg report room. Instructions are attached to the machine.
 - iii) Can be used on demand or as scheduled option.
 - c) For a face-to-face on-site person contact (2-week advance planning when possible)
ASLIS / ASL Interpreting Services
5801 Duluth St., Suite 106 Golden Valley, MN 55422
Email: info@ASLIS.com
Phone: 866-ASL-DEAF (866-275-3323)
Fax: 763-478-3093
Hours of operation: 7:30 am – 6:30 pm Monday - Friday
Closed on New Year's Day, Memorial Day, Labor Day, Thanksgiving Day, black Friday (open from 730 to 2pm, Christmas Eve (open from 730 to 2pm) Christmas Day
 - d) Boost Lingo: This can be used for translation when patient or family is a non-English speaking person and is a telephone service only.
 - i) Call 1-844-723-6288 and enter facility PIN number: 7432917 and follow instructions.
 - ii) On demand option
 - iii) For questions regarding the service, their office number 347-934-9440.
 - e) Any service area without an interpreter iPad or computer on wheels, will utilize the auxiliary aids/services from Med/Surg. Coordinate with hospital charge nurse to obtain device.
- 3) It is not appropriate to rely on untrained individuals as the primary source for bridging communication barriers during medical encounters with individuals who are deaf or speak a language other than English. Non-qualified interpreters, such as family, friends, or an online translation service (such as google translate or a variation of) will only be used in emergent situations and a qualified interpreter will be utilized as soon as feasible.

- 4) After visit summaries from the electronic health record will be printed in English and a qualified interpreter will be used to translate instructions into the appropriate language.
- 5) Documentation: Nursing staff will document “interpreter services used” in patient chart when utilized.

APPLICABLE LEGISLATION AND REGULATIONS:

Section 1557 of the Affordable Care Act

Joint Commission RC.02.01.01, RC 01.01.03 and RI.01.01.01

Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act