

 GOOD SAMARITAN HOSPITAL	Interpreter Translator and Sign Language Services	Page 1 of 5
Effective Date: 3/23/16 Revised Date: 1/2016 Reviewed Date: 1/2016 Origination Date: 12/1988 Owner: Associate Chief Operating Officer	Approval Regulatory Compliance Director 2/19/16 Chief Nursing Officer 1/28/16 Board of Trustees 3/23/16	Distribution Administrative Services Policy Manual

PURPOSE

To provide necessary steps to ensure that any person with sensory impairments and/or limited English proficiency receive effective notice concerning benefits, services or written materials concerning waivers of rights or consent to treatment.

DEFINITIONS

LEP/NEP: Limited English Proficient/Non-English Proficient

TTY: Text Telephone Device for the Deaf

POLICY

Good Samaritan Hospital has an obligation to inform and assure that non-English speaking and hearing-impaired patients have access to appropriate and high-quality health care facilitated through interpreter services, which are provided at no charge to the patient. Staff is educated about the availability and use of interpreter and sign language services during new hire orientation, ongoing unit orientations, in-services, and through written policy.

PROCEDURE

1. Determine the patient's special needs in order to facilitate effective communication for the delivery of healthcare services. If applicable, use the CyraCom language resources: language poster and over-the-phone language recognition to determine the language.
2. Assess the patient's medical needs (i.e., emergency treatment, specific tests, psychiatric evaluation, etc.).
3. Select the most appropriate interpreter or means of communication. It is preferable to use a hospital approved interpreter service when discussing clinical information or obtaining informed consent from patients.
4. Family members, friends, or children who are at the hospital to support the patient while not qualified interpreters may be used for interpretation in exigent circumstances only. A qualified interpreter should be secured as soon as practicable in such circumstances.

ASSISTANCE FOR DEAF OR HEARING IMPAIRED PERSONS

1. Sign Language Interpreter Services are available through CYRACOM via Video Remote Interpreting (VRI) and as approved and scheduled in advance, face-to-face interpretation.
 - A. Contact Communications department by dialing the operator to obtain the laptop necessary for the interpretation as well as help in establishing the connectivity to the internet and Cyracom.
2. When establishing an interpreter session with Cyracom, you will be asked to provide the following by client service representation:
 - A. Customer Number – C19540
 - B. Name – Good Samaritan Hospital California
 - C. Location of the appointment /facility address - 2425 Samaritan Drive, San Jose, CA 95124
 - D. Time and date when interpreter is needed
 - E. Duration of the appointment & type of service needed
 - F. Brief description of the appointment
 - G. Patients name
 - H. Requestor's name, title, department, and phone number can be reached
3. Costs for these services will be charged to the hospital, not the patient.
4. If scheduling a face-to-face interpreter, know that sign language interpreters often need to travel to the facility. Once you have confirmed availability with the agency ask for an estimated time of arrival so this information can be shared with the person requiring assistance.
5. Inform the person requiring sign language services the approximate time of set up for Video Remote Interpretation or arrival of the interpreter, if face-to-face.
6. Agency Contact Information:

CyraCom International Language Services

Voice: 1 800 481-3289

Email: support@cyracom.com

LIMITED-ENGLISH PROFICIENT/NON-ENGLISH PROFICIENT PERSON**CyraCom International Language Services:**

1. **USING A TWO-HANDSET CYRAPHONE (“Blue Phone”)** located in designated areas on each nursing unit:
 - A. A member of the staff will pick up the LEFT HANDSET and press

- the gray "ACCESS" button to contact the interpreter network.
- B. Press the gray "ACCOUNT/PIN" button. This will automatically enter Good Samaritan Hospital's account number and the phone PIN number.
- C. Follow one of the language selection options:
- Press '2' for a SPANISH interpreter.
 - Press '3' to select a language by a 3-digit language code located on the CyraCom Language Code List or poster.
 - Press '0' to select a language with Operator Assistance if you do not know the 3-digit language code or you are unsure of what language the LEP/NEP person speaks.
- D. Press '1' to confirm your language choice. After you confirm the language, you will be connected to the next available interpreter.
- While you hold, you will be asked if you need to add an additional remote person to the call (***other than the interpreter or the LEP/NEP person***).
 - Follow steps in section 3 below for the Additional Person Option.
- E. Hand the second handset to the LEP/NEP person.
- F. When the interpreter greets you, document their Interpreter ID number, give them your name and a brief explanation of the call.
- G. When finished, please let the interpreter know and then hang up.

2. CyraCom Instructions – Access an Interpreter from any clinic phone

- A. Receiving INBOUND Calls
- Ask patient to hold/wait a moment.
 - Press **TRANSFER**.
 - You will get a dial tone and patient is placed on hold.
 - Dial **4139**
 - Say the language you want.
 - Confirm your language.
 - When asked if you want to add an additional person, say "**NO**" or **Press 2**.
 - When the interpreter comes online tell them your name and that you are conferencing the caller in.
 - Press **CONFERENCE** and all parties will be connected.
- B. Placing OUTBOUND Calls
- Dial 4139
 - Say the language you want.
 - Confirm your language.
 - When asked if you want to add an additional person, say "YES" or Press 1 if "NO" or Press 2.
 - If "NO" the interpreter will come on and greet you with their CyraCom ID#.

- vi. Place call on Speaker and the Interpreter will greet the Patient in their native language and then begin your dialogue.
- vii. If "YES", For Domestic calls, press 1, for International calls, press 2.
- viii. Enter the number you want to reach. (*Area Code only and it will not immediately dial.*)
- ix. When the interpreter comes on the line state the name of the person you are calling, or give them instructions for leaving a message.
- x. Dial 1 to make the call.

3. **ADDITIONAL PERSON OPTION:** After you confirm your language choice in the menu, you will be asked if you would like to add an additional person to the call. The additional person does not refer to the interpreter or the LEP/NEP person.

The additional person may refer to:

- A family member outside the facility
- A doctor outside the facility
- A LEP/NEP person outside the facility
- Any other person outside the facility with whom you need to communicate

If you need to add an additional person to your call:

- i. Please have your additional person's name and telephone number available before you access the system.
- ii. After you confirm your language choice, listen for the Additional Person prompt and Press '1'.
- iii. Press '1' again if the additional person is in the United States or Canada. Press '2' if they are in any other country.
- iv. Enter and confirm the phone number and then hold for the interpreter.
- v. When the interpreter greets you, write down their Interpreter ID number and inform them you are adding an additional person to the call. Give them your name, the name of your facility and the name of the additional person who will be called.
- vi. Press '1' and the system will dial the additional person. You may not hear a number being dialed, but you will be prompted once someone answers.
- vii. When finished, please let the interpreter know and then hang up.

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4. If necessary when CyraCom services are NOT available for technical or other reason, other language back services may be utilized as a backup. See policies for accommodating patients with limited English proficiency, patients who are blind or have low vision, or patients who are deaf or hard of hearing.

Documentation

1. Document in the medical record the interpreter identification number whenever documenting interpreter conversations. Include the interpreter identification number on all interpreted documents.
2. If the patient refuses the offer of a free qualified interpreter, staff must document this refusal in the electronic medical record. Record who will be doing the interpretation for the patient.

REFERENCES

1. California Health and Safety Code: Section 1259 (c)(2)
2. The Joint Commission Hospital Accreditation Standards 2015: RI.01.01.03.02
3. Barclays Official California Code of Regulations Title 22: Social Security, Division 5, Chapter 1, Article 7, 70721(b)

ATTACHMENT(S)

- A. None

SUBMITTED BY/RESOURCE PERSON(S)

- A. John Neidenbach, Associate Chief Operating Officer