

REDLANDS COMMUNITY HOSPITAL

ADMINISTRATIVE POLICY

Policy No. A.II

Page 1 of 2

SUBJECT: INTERPRETER SERVICES

PURPOSE: To specify mechanisms for providing interpreter services when a communication or language barrier exists.

DEFINITION: *Disability Rights California:* An “interpreter” is someone who is fluent in English and in the patient’s primary language. That person must be able to speak, sign, read, and interpret the patient’s primary language quickly and accurately. Competency requires knowledge of specialized terms or concepts in both languages.

POLICY:

Redlands Community Hospital will ensure that all patients, their representatives and family members, including the hearing impaired, are provided effective communication at no cost to our patients or visitors. Language interpreting services are available 24 hours a day, 7 days a week.

Forms, signage and client information material are available in the county threshold language. Services are provided by LanguageLine Solutions. They include over-the-phone service, in-person interpreters, American Sign Language, and two-way video interpreting through designated computers, iPads and/or other devices in key areas.

Employees are required to pass the competency test prior to interpreting except in the case of basic, non-medical communication. Tests for interpreting are coordinated through the Risk Management Department and communicated to Human Resources.

Human Resources maintains a list of hospital staff that have passed an interpreter competency exam, located on Citrus and Meditech. Management has an obligation to ensure an employee’s regular job duties are covered in a manner least disruptive to operations, when staff are asked to provide interpreter services.

Reference materials regarding accessing interpreter services are available to staff through the Risk Management Department. Questions regarding interpreting services are referred to the Risk Management.

Pursuant to the Health & Safety Code Section 1259, a notice of free interpreter services is posted. This notice and policy will be made available on the Hospital website and submitted to the State Department of Health Services annually.

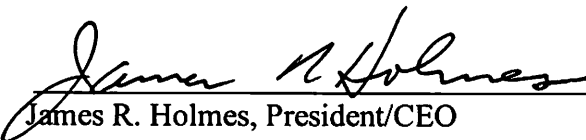
Providers will not require, suggest, or encourage patients or other people with limited English proficiency (LEP) to use family members, friends, or minor children as interpreters. Friends and family may interpret for a patient only after interpreting services have been made available and are declined. If a family member or friend is not competent or appropriate, then a qualified interpreter may be provided to ensure effective communication.

### PROCEDURE

1. Upon registration, the patient's preferred language is identified and entered into the patient's medical record by Patient Access.
2. The PBX operator will obtain LanguageLine services for callers requesting translation services when calling the hospital.
3. Staff may call (800) 855-7100 outbound for TTY services for deaf or hard of hearing patients not in the facility.
4. Electronic devices are available to provide interpreter services to patients:
  - a. iPads are available in the PBX\_Operator's office for staff to checkout. Staff checking out an iPad will provide date/employee name/patient or visitor name and time out. The department checking out the iPad is responsible for returning it. The operators are responsible for ensuring iPads are returned and that they are kept charged for use. If there is a 2-3 day delay in returning the iPad, the operator will contact Risk Management for follow-up.
  - b. For deaf and hearing-impaired individuals, American Sign Language interpreters can be accessed in the same manner as audio interpreters through the Language Line Solutions via iPad.
  - c. Over-the-phone interpreters are available by calling LanguageLine Solutions at (800) 523-1786 and providing the hospital's client ID 201688, patient name and/or medical record number and department.
  - d. A double handset is available in the house supervisor's office to help with privacy and HIPAA if needed during over-the-phone interpreting.
5. In-person interpreters are available by calling 1-888-225-6056, option 1, client ID #201688. When possible, appointments should be made in advance for an in-person interpreter to ensure availability. Risk Management is available to assist in obtaining these services. Interpreters must check in with the Staffing/House Supervisor's office prior to reporting to the unit.
6. Employees of the Hospital who have passed a competency test through LanguageLine Solutions may be asked to interpret.
  - a. Risk Management provides oversight for employees taking a competency test to interpret. Employees may call Ext. 3507 for questions, information and/or requests.

7. Staff will document interpreter services use and/or efforts to obtain interpreter services in the medical record or available mode of documentation for staff in the department.

Responsibility for the review and revision of this policy is assigned to the Vice President of Patient Care Services.

APPROVED:   
James R. Holmes, President/CEO

References: California Health and Safety Code 1259  
California Consent Manual, 2018

Effective: 06/01/91  
Reviewed: 01/21/92, 12/00, 1/04, 2/07  
Revised: 02/98, 8/99, 2/07, 11/09, 5/12, 4/13, 6/16, 4/17, 9/18, 6/19  
Owner: Director of Risk Management