

POLICY TITLE:

Language Assistance Services

DEPARTMENT:

Hospital Wide

POLICY #: L 10

ORIGINAL DATE: 01/92

REVISED DATE: 05/97, 02/06, 03/10

REVIEWED & APPROVED BY:

COO/CNO/Governing Board

APPROVED DATE: 2/98, 04/00, 02/06, 03/10, 04/13, 05/16

PURPOSE:

To describe special communication services available to patients with limited English proficiency (LEP), and the ways in which hospital staff and patients may access these services.

POLICY:

Garfield Medical Center is committed to meeting the special needs of LEP (Limited English Proficient) patients and families, through providing interpretation services and bilingual professional staff to ensure adequate and speedy communication between patients and staff.

In compliance with CA state law, Health and Safety Code Section 1259, AB 389; Garfield Medical Center will post on the hospital's internet website its current Language Assistance Services policy as well as a notice of the availability of language assistance services. Such notice will be posted in the most commonly spoken languages, including English, Spanish, and Chinese.

Description of Services:

Special communication services available to patients and families are listed below:

- Provision of over-the phone interpretation (OPI) services through Cyacom (blue phones) and/or Stratus Video Remote Interpretation (VRI) I-pads, for 200 languages
- Provision of interpreter services and communication devices for hearing impaired persons, i.e. sign language interpreters through Cyacom VRI on I-pad or Stratus VRI, and TDD telephone.

Garfield Medical Center also provides the following:

- Provision of patient consent forms, conditions of admission, advance directives, and other appropriate forms in primary languages of the patient population.
- Provision of patient education written materials in primary languages of the patient population.
- Notification/education of the hospital staff of the availability of these special communication services and the procedures to access the services / materials.

- Notification of patients, families and visitors of the availability of these services at Garfield Medical Center, through postings on hospital internet website, in the emergency department, and admitting areas. These notices advise patients of the availability of interpreters.

Identification of Patients with Special Communication Needs

The admitting nurse assesses the need for special communication services via the Initial Interview for each patient admitted to the hospital. The patient's preferred language is documented.

Provision of Special Communication Services

All members of the healthcare team, including the physician are responsible for accessing necessary communication devices or services whenever required to ensure effective communication with the patient or family.

Interpreter Services

1. **OPI Language Interpretation:** Over the phone Interpretation (OPI) services are available 24 hours day through Cyacom (blue phones), or through Stratus I-Pad systems. Cyacom and Stratus support over 200 languages for OPI. Cyacom and Stratus systems are located in over 20 departments and units throughout the facility, and are readily available for use by staff at all times.
2. **VRI Interpretation for ASL:** Video Remote Interpretation (VRI) services are available 24 hours a day for American Sign Language (ASL) through Cyacom application on I-Pads or through Stratus I-Pad systems.
3. **VRI Interpretation:** Video Remote Interpretation (VRI) services are available for selected languages at specified hours as indicated on the Stratus I-Pad home page.
4. **On-site ASL Interpretation:** When an on-site sign-language interpreter is required, the Social Services Department or House Supervisor should be contacted to make arrangements. Whenever possible, this should be scheduled well in advance of the time needed. Certified sign-language interpreters are available through Life Signs 24 hours a day at (323) 550-4210, or on weekends at (800) 633-8883.
5. **Documentation of Interpretation Services:** The clinician accessing the language interpretation services is responsible for recording the Certified Interpreter's number in the patient's medical record.

Telecommunications Device for the Deaf (T.D.D.)

T.D.D. equipment is available in the PBX office. Any hospital employee or care provider may request T.D.D. equipment on behalf of the patient having a special need.

Direct Complaints Regarding Interpreter Services to:

California Department of Public Health
Licensing and Certification
Los Angeles East District Office
3400 Aerojet Avenue #323
El Monte, CA 91731
Phone: (626) 569-3724
TDD: (800)735-2929

References:

CA Health and Safety Code Section 1259, AB 389