

INTERPRETER SERVICES

I. POLICY STATEMENT

It is the policy of the Interim Louisiana State University (LSU) Public Hospital, also known as and hereafter referred to as the Medical Center of Louisiana or MCL, in accordance with the Americans with Disabilities Act, to make communication assistance available to all speech and/or hearing impaired patients. The Medical Center of Louisiana also extends interpretative services to patients with limited English proficiency.

Reasonable efforts shall be made to prevent language, speech and/or hearing barriers from compromising the quality of patient care rendered by the Medical Center of Louisiana. RN Managers and department directors shall ensure that all staff within their areas are aware of the authorized foreign language and sign language support resources contracted by MCL and the contents of this policy.

II. DEFINITION

For the purpose of this policy, the following definition shall apply:

Patient with Limited English Proficiency – an individual who does not speak English as their primary language and who has a limited ability to read, speak, write or understand the English language.

III. GENERAL GUIDELINES

- A. The Medical Center of Louisiana provides medical services to anyone in need of medical care. To ensure that language barriers do not affect the provision of needed services, an authorized foreign language interpretation service and an authorized sign language interpretation service have been contracted by MCL to ensure the availability of interpretation services when needed. These services are available 24 hours a day, seven days a week.
- B. The authorized foreign language interpretation service and sign language interpretation service shall be used whenever interpretation is needed within the Medical Center of Louisiana. The Medical Center of Louisiana does not authorize the use of family members, friends, significant others, employees or physicians for interpretation services. Patients are entitled to qualified interpreters to ensure accurate interpretation of medical discussions and privacy in relating to and receiving health information.

- C. To meet the telecommunications needs of the hearing and/or speech impaired patients, the Medical Center of Louisiana also has a telecommunications device for hearing and/or speech impaired persons available twenty-four hours a day, seven days per week. The telecommunications device is capable of receiving or sending messages to a telephone for the deaf. The telecommunications device is located in the Department of Telecommunications and may be obtained by calling 903-3000.
- D. It is imperative that physicians and MCL staff use their critical judgment to determine if a patient who says he/she speaks English is truly proficient in the English language, and if not, to provide that patient with an interpreter who can communicate in the language in which they feel the most comfortable. Technically, some patients may be "English-speaking" but not proficient in the English language. Because of issues that must be discussed during the provision of medical care, patients have the right to use an interpreter who can explain the issues fully and provide the opportunity for the patient to ask questions of their healthcare providers. The procedures included within this policy shall be adhered to when interpretation services are needed.

IV. OBTAINING FOREIGN LANGUAGE INTERPRETERS FOR PATIENTS WITH LIMITED ENGLISH PROFICIENCY

- A. Special interpreter telephones or "blue phones" have been distributed by the Department of Information Technology to each nursing unit and patient care area within MCL. When foreign language interpretation is needed, the RN Manager/department director or designee shall use the "blue phone" and Language Identification Chart (See Exhibit I) to facilitate effective communication. If a "blue phone" is not available, the Department of Telecommunications shall be contacted at 903-3000 to provide a "blue phone".
- B. When it is unclear which foreign language may be needed, staff and physicians may use the Language Identification Chart (See Exhibit I) to assist in identifying the correct foreign language. The message on the Language Identification Chart reads "Do you speak [language]"? The patient shall be asked to point to their language. The instructions included within the Language Identification Chart (See Exhibit I) shall be followed.

PLEASE NOTE: It is the responsibility of the healthcare provider using the "blue phone" to document the interpreter's ID number within the patient's medical record.

V. OBTAINING SIGN LANGUAGE INTERPRETIVE SERVICES

- A. The authorized sign language interpretation service at the Medical Center of Louisiana is the Deaf Action Center (DAC).
- B. When hearing and/or speech impaired inpatients and outpatients present for medical care at the Medical Center of Louisiana and the need for sign language interpretation occurs, the employee shall complete a Sign Language Interpreter's Request Form (See Exhibit II) and fax to the Deaf Action Center at (504) 525-6729 **and** the Department of Telecommunications at 903-3057. If the employee requesting the sign language interpretation does not receive a confirmation from the Deaf Action Center within 24 hours of the faxed request, the employee should call the Deaf Action Center at (504) 615-4944 to confirm the receipt of the faxed request.
- C. To ensure the reservation of a sign language interpreter, the Deaf Action Center must be contacted at least three (3) days prior to the appointment or visit to arrange for sign language interpreting assistance. If the department/clinical area is aware of the need of sign language interpretation assistance for an upcoming appointment or visit, it is best to contact the Deaf Action Center as early as possible.

A sign language interpreter from the Deaf Action Center is available 24 hours a day/7 days a week. If a sign language interpreter is needed urgently not allowing any notice, the employee shall call the Deaf Action Center at (504) 615-4944 (504) 615-7122 or (504) 310-6868 to request a sign language interpreter and explain the urgent need. A Sign Language Interpreter's Request Form (See Exhibit II) must still be completed and faxed to both the Deaf Action Center at (504) 525-6729 **and** the Department of Telecommunications at 903-3057.

- D. Pursuant to the contractual agreement with the Medical Center of Louisiana, upon arrival to MCL, the sign language interpreter from the Deaf Action Center shall notify the RN Manager/department director or designee of his/her presence immediately. The services of the sign language interpreter shall be utilized as expeditiously as possible because fees are based on a per hour charge.
- E. If there are any special requests or needs associated with the hearing and/or speech impaired patient's visit, those needs must be outlined on the Sign Language Interpreter's Request Form (See Exhibit II) in the ***Comments/Special Requests or Needs*** section. For example, if the patient's visit is expected to take more than four (4) hours, this should be documented on the request form; or if the interpreter must notify a specific person when they arrive at MCL, these instructions along with the name and contact telephone number of the person to be notified must be included on the request form.

- F.** Once the sign language interpretation session is completed, the interpreter from the Deaf Action Center shall complete a Deaf Action Center Verification Form that includes the patient's name, the duration of the sign language interpreter's session and the name and signature of the MCL contact person involved in the interpretation session. The completed Deaf Action Center Verification Form shall be forwarded by the Deaf Action Center to the Department of Telecommunications to initiate the payment process.
- G.** To ensure accurate billing, staff within the Department of Telecommunications must be able to match up the completed Sign Language Interpreter's Request Form (See Exhibit II) with the Deaf Action Center's Verification Form. It is imperative that staff requesting sign language interpretation services fax the completed Sign Language Interpreter's Request Form (See Exhibit II) to both the Deaf Action Center at (504) 525-6729 **and** the Department of Telecommunications at 903-3057.

VI. REFERENCE

The following reference was used in the development of this policy:

- The Joint Commission standards.

LANGUAGE IDENTIFICATION CHART

Language Identification Instructions

You have access to over-the-phone interpretation services 24 hours a day, 7 days a week. This chart is designed to help you identify the languages commonly spoken in your community. Additional languages are available.
If you need assistance, please call CyraCom's Client Services department at 1-800-481-3289.

English: Do you speak [language]? We will telephone for an interpreter.

French Creole Èske ou pale Fransè Kreyòl?

Kreyòl Fransè Nap rele yon entèprèt nan telefòn nan telefòn pou ede w.

Albanian A flisni shqip?

Shqip Ne do të telefonojmë një përkthyes.

Arabic

هل تتكلم اللغة العربية؟
سوف نتصل تلفونيا بالمرجع .

Bengali

আপনি কি বাংলা বলতে পারেন?
আমরা একজন দোভাষীর সঙ্গে টেলিফোনে যোগাযোগ করব।

Bosnian

Bosanski Govorite li Bosanski?
Nazvaćemo prevodioca.

Cambodian

ខ្ញុំ ព្រះអង្គ
អើងអ៊ិនឌុរស្ត្រេព្រង់អ្នកប្រ

Cantonese

广东话 您講廣東話嗎?
我們將打電話為您找一位翻譯來。

Chinese

中文 您讲中文吗?
我们将打电话去找一位翻译。

Farsi

فارسی آیا شما فارسی صحبت میکنید؟
ما میخوانیم به یک مترجم تلفن کنیم.

French

Français Parlez-vous français?
Nous contacterons un interprète.

Haitian Creole

Kreyòl Ayisyen Èske ou pale Kreyòl?
Nap rele yon entèprèt nan telefòn pou ede w.

Hindi

हिन्दी क्या आप हिन्दी बोलते हैं ?
हम एक दुभाषिये को फोन कर देंगे।

Hmong

Hmoob Koj puas hais lus Hmoob?
Peb mam li hu ib tug neeg txhais lus rau koj.

Italian

Italiano Parlate italiano?
Chiameremo un interprete.

Japanese

日本語 日本語を話しますか。
通訳をお呼びいたします。

Korean

한국어 한국어 통역이 필요하십니까?
통역사를 전화로 연결해 드리겠습니다.

Laotian

ພາສາລາວ ທ່ານປາກພາສາລາວຫລືບ?
ພວກເຮົາຈະໂທລະສັບ ເພື່ອຊອກຫາປາກພາສາໃຫ້.

Mandarin

您讲普通话吗？
我们将打电话为您找一位翻译来。

Polish

Czy mówi Pan/Pani po polsku?
Zadzwońmy po tłumacza.

Portuguese

Você fala português?
Contactaremos um intérprete.

Punjabi

ਪੰਜਾਬੀ
کیا آپ پنجابی بول سکتے ہیں؟
اسی کے ترجموں کی ضرورت ہے۔

Russian

Вы говорите по-русски?
Мы позвоним переводчику.

Somali

Af Soomaaliga ma ku hadashaa?
Waxaan telefoon u diri doonnaa turjumaan.

Spanish

¿Habla español?
Vamos a llamar a un intérprete.

Turkish

Türkçe biliyormusunuz?
Biliyorsanız bir tercüman bulacağız.

Ukrainian

Ви розмовляєте українською мовою?
Ми зателефонуємо перекладачу.

Urdu

آپ اردو بولتے ہیں؟
ہم کسی ترجم کو ٹیلی فون کریں گے۔

Vietnamese

Ông/bà nói tiếng Việt phải không?
Chúng tôi sẽ gọi cho một thông dịch viên.

Language Identification Instructions

Need help identifying what language a non-English or limited-English proficient patient is speaking?

As a CyraCom client, you have access to over-the-phone interpretation services 24 hours a day, 7 days a week. This chart is designed to help identify the language your patient speaks. The chart lists the top 30 most requested languages.

1. Show the chart to your patient and have him/her identify the language he/she speaks.
2. Follow the interpreter access instructions to reach an interpreter (see below).
3. If you need assistance, please call CyraCom's Client Services department at (800) 481-3289.

Accessing a Medical Interpreter

Using Any Phone

- Dial (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.

Using ClearLink

- Plug ClearLink into an analog (single line) phone jack.
- Pick up the left handset to get a dial tone.
- Press the blue button labeled ACCESS or dial (800) 481-3293.
- When prompted, press the white button labeled ACCT/PIN.
- 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.
- Pick up the second handset and pass it to the patient.