

 <b>Alvarado Hospital Medical Center</b>	<b>HOSPITAL-WIDE POLICIES &amp; PROCEDURES</b>		
	Effective Date:  3/16	Reviewed/Revised: 1/93, 4/09, 9/10, 3/11, 5/11, 6/11, 7/12, 3/13, 2/14, 6/15	Policy No.  32
Page Number: 1 of 3	Approval: <i>Urbani Boy</i> 4/21/16		
<b>TITLE: INTERPRETER/SENSORY IMPAIRED SERVICES</b>			

**POLICY:**

Alvarado Hospital, LLC will ensure that qualified persons with disabilities, including those with impaired sensory, speaking skills or limited English proficiency, receive effective notice concerning benefits, services or written material concerning waivers of rights or consent to treatment. All aids needed to provide this notice are provided without cost to the person being served. This will ensure adequate and timely communication for these persons.

**PROCEDURE:**

1. Admissions

When patients are hearing/visual/sensory impaired the Admitting staff will note this in the "Comments" section of the face sheet and notated in the patient's billing record. The "Comments" section should also contain the language spoken if the person has a limited English proficiency.

2. For Persons with Hearing Impairments:

- a. Department personnel will assess which type of interpreter services is necessary.
- b. If appropriate, call CyraCom Communication
- c. If a sign language interpreter is needed, departments will contact or page the Administrative Coordinator.
- d. TDD Phone Service (Telephone Device for the Deaf) is available in the PBX area. Contact the operator for equipment.

3. For Persons with Limited English Proficiency:

- a. When Language Line services are needed, departments will contact PBX for CyraCom Interpreter Services.

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4. For Persons with Visual Impairments:

Reader - Staff will communicate the content of written materials concerning benefits, services, waivers of rights, and consent to treatment forms by reading them out loud to visually impaired persons.

5. For Persons with Speech Impairments:

Writing materials and TDD are available to facilitate communication concerning program services and benefits, waivers of rights, and consent to treatment forms.

6. Interpreters

In order to ensure effective communication and to protect the confidentiality of the patient information and privacy, the patient will be informed that the services of Language Line are available to him/her at no additional charge. Only after having been so informed, the patient may choose to rely on a family member or friend in a particular situation.

- a. The hospital retains interpreter services through the language line (foreign language) and the program (sign language).
- b. In situations where a medical procedure needs explanation and/or consent is signed, departments will use language line or the sign language program. Lengthy teaching sessions or interviews should be referred for these services as well.
- c. The pre-admission assessment will indicate the need for interpreter assistance. Family assistance will be pursued initially combined with language line Services. Case management will access outside interpreter agencies for additional assistance as needed.

GENERAL INFORMATION:

1. The Interpreter Services procedure is presented to new employees at employee orientation.
2. Consent forms and some patient brochures are available in English and Spanish.
3. Notices are posted in Admitting and the Emergency Department registration areas informing patients of the availability of the language line Interpretative Services. These notices instruct the patient to direct complaints to San Diego's Department of Public Health Services-Licensing and Certification (#800-824-0613). Complaints regarding sign language interpreter services may also be directed to Licensing and Certification (TDD) 1-800-824-0613, (California Voice Relay) 1-800-735-2922.

**Attachment:**

CyraCom Communication Services Directions

## **Instructions for Using CyraCom Communication Services**

- 1. Dial 1-866-745-5010**
- 2. Select language when prompted**
- 3. Select NO when asked if you would like to add another party**
- 4. Input department number when requested**

**When the call originates from an authorized hospital phone line, it will auto populate the authorization code. Dual handsets phones are available. These handsets are designated to certain areas. They will not work in different areas.**

**For assistance, call CyraCom's Client Services Department, 24 hours/day, 7 days/week at 1-800-481-3289**