

VALLEY PRESBYTERIAN HOSPITAL		
Policy and Procedure		
SUBJECT: Patient Translation Guidelines and Services		
POLICY OWNER: Administration	SUPERSEDES: 6/2012	MANUAL: Administrative
Originating Date: 10/2011	Reviewed Date: Revised Date: 8/2015	Approved By: Quality Committee 10/6/2015 Medical Executive Committee 10/12/2015 Board of Directors 10/29/2015

PURPOSE:

To establish patient translation guidelines at the Hospital.

POLICY:

The Hospital is committed to ensuring that all patients and families who are non-English speaking or hearing impaired will be able to effectively communicate their needs to the staff and the physicians by providing interpretive services.

PROCEDURE:

- I. Hospital personnel will identify the language and communication needs of all patients on admission. The patient's preferred language shall be documented in the medical record.
- II. The hospital shall inform the patient and/or legal representative of their rights in language or format that the patient and/or legal representative understands.
- III. Hearing impaired patients will likewise be identified as such in the medical record.
- IV. The following services are available:
 - A. Video Remote Interpretive (VRI) services are available to the Hospital's employees and physicians.
 1. The patient's primary language requiring translation services will be selected on the display screen.
 2. Patient's choice of a male or female interpreter.
 3. Patient's preference of whether or not to be seen directly by the VRI Interpreter (privacy screen).
 4. For hearing impaired patients, VRI services will also supply appropriate interpreters.
 - B. Certified Language Line services are available to the Hospital's employees and physicians. Hospital personnel will bring the dual handset interpreter phones to the patient's bedside or location of care.
 1. Hospital personnel will call the Certified Language Line services by calling 855-436-9533. The Certified Language interpreter will ask staff for:
 - a. The patient's primary language requiring interpretation.
 - b. The patients' medical record number.
- V. The use of an interpreter (language or hearing-related) at any time the patient is in the hospital will be documented appropriately in the patient's medical record.

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- A. Certified Languages International services and/or VRI services will provide the Hospital personnel with the encounter number utilized with each session.
- B. The encounter number will be documented in the patient's medical record.
- C. If an interpreter is utilized for consents, the encounter number/translators name will be documented on the consent form.