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Owner: Lynteen Abrams: MGR
WORKFORCE SUPPORT
Policy Area: Administration
References: AAAHC, SCOR, SCV, SGH,
SMB, SMC, SMH, TJC,
Translation, policy & procedure
Applicability: SCOR SCV SGH SMB SMH
SMV

Language (Interpretation) Services, 01206.99

I. PURPOSE

To delineate the steps by which language assistance (interpretation) and translation (of written material) services will be provided to limited and non-English speaking, (limited English,) and/or vision and hearing impaired (deaf) patients to ensure effective communication.

II. DEFINITION

- A. **Language Assistance (interpretation):** The act of listening to something spoken or reading something written in one language (source language) and orally expressing it accurately and with appropriate cultural relevance into another language (target language). Sign language is used by many people who are deaf or hard of hearing. It is a visually interactive language that uses a combination of hand motions, body gestures, and facial expressions. There are several different types of sign language, including American Sign Language (ASL) and Signed English. (See Attachment A: Available Interpretation and Translation Services for Sharp contracted services.)
- B. **Interpreter:** A person fluent in English and in the necessary second language, who can accurately speak, read, and readily interpret the necessary second language or a person who can accurately sign and read sign language. Interpreters shall have the ability to translate the medical plan, including body parts.

III. TEXT

- A. SHC has implemented procedures for providing, to the extent possible, as determined by the hospital, the use of an interpreter whenever a language or communication barrier exists.
- B. Interpreters are available, either on the premises or accessible by telephone, 24 hours a day.
- C. SHC personnel who fluently speak another language, other than English, may be utilized to interpret on a short-term basis for emergent interpreting needs until a contracted interpreter arrives.
- D. SHC **will offer interpreting services while the patient is hospitalized and will not** rely on interpretation by the patient's family and friends for medical information. The patient has the right to use the family member/friend as an interpreter but when possible, a qualified interpreter will also be present unless it is an urgent or emergent situation. The request should be documented in the medical record including the declination of outside services.
- E. SHC uses contracted interpreter services to obtain sign language interpreters.
- F. SHC Speech Pathologists are available for consultation for those with impaired speaking skills to facilitate communication.
- G. SHC Multicultural Services Department provides translation of written material.

IV. PROCEDURE:

PROCEDURE:	RESPONSIBILITY:
A. Upon admission/registration, a patient's primary language, plus dialect and any hearing impairment ,will be identified and documented as follows: <ol style="list-style-type: none"> 1. On the admission/registration screen. 2. On the ad hoc form – Patient Family Communication Note 	A. Nursing/ Admitting
B. Language assistance will be offered to non-English speaking, limited English proficient, and deaf patients. Interpreter services will be provided to the extent necessary and possible, as determined by SHC.	B. Nurse/Provider

PROCEDURE:	RESPONSIBILITY:
C. Communication barriers noted in the EMR will be addressed in the plan of care.	C. Nurse
<p>D. The facility will give primary consideration to the non-English speaking, limited English proficient and deaf patients' choice or mode of communication (e.g., sign language interpreter, lip reading, written notes); unless it can be shown that an equivalent method of communication is available. Onsite sign language interpreter services may be obtained as follows:</p> <ol style="list-style-type: none"> 1. Only contracted companies may be used according to the service list. <ol style="list-style-type: none"> a. Consider the use of in-person interpreters for explanations of complicated or new diagnoses/ prognoses, consents, and quality or end of life issues. 2. Possible alternatives to onsite sign language interpreters include: <ol style="list-style-type: none"> a. The use of written communication. b. VRI (Video Remote Interpreting) where available. Avoid the use of VRI if the person who needs the interpreter has difficulty seeing the screen (either because of vision loss or because he or she cannot be properly positioned to see the screen) or if there is difficulty maintaining a smooth, clear image of the interpreter's face, hands and upper body. In these circumstances, an on-site interpreter may be required. c. Computer Assisted Real-Time Transcription (CART) – Many people who are deaf or hard of hearing are not trained in either sign language or speech reading. CART is a service in which an operator types what is said into a computer that displays the typed words on a screen. This service would be available from SHC contracted interpreter services. 	D. Nursing
<p>E. Documentation of the following is to be placed in the EMR:</p> <ol style="list-style-type: none"> 1. Need for interpretation – include patient's primary language or hearing impairment 2. Offer of interpreter services and patient response 3. Interpretation mode, name of interpreter, and affiliation or relationship to patient 4. If interpretation by family or friend and reason why 5. Interpretation topic/information 6. If unable to provide interpretation service, reason why and circumstances 	E. Nursing
<p>F. When an immediate need for interpreter services other than sign language is identified on a unit/department, the unit requester will use over the phone translation. The speaker phone or dual handset phone is available to each unit. Additional phones can be obtained by calling PBX.</p> <ol style="list-style-type: none"> 1. Attach the phone to the patient's phone line. 2. When all parties are present, call the language line – number is on the phone or phone is preprogrammed. 3. Proceed with the three-way (or more conversation). 	F. Nursing
<p>G. Isolation rooms:</p> <ol style="list-style-type: none"> 1. Cover phone with plastic bag, receiver remains intact. 2. Dial number from outside of plastic. Proceed with 3-way conversation via speaker. 3. After interpretation is complete, remove plastic bag and clean phone before storage with hospital approved microbial wipes. 	G. Nursing
<p>H. When a face-to-face interpreter is required for a scheduled time, contact one of the contracted interpreter companies listed on Attachment A to schedule an interpreter. Requester will need to provide the following:</p> <ol style="list-style-type: none"> A. Name of patient B. Time duration and date interpreter needed C. Location where interpreter will be expected. 	H. Admitting/ Nursing/ Ancillary Departments

V. ORIGINATOR:

Patient Relations

VI. LEGAL REFERENCES:

- A. Title 22; Title VI
- B. 28 CFR Health & Safety Code § 1259

VII. ACCREDITATION:

- A. TJC
- B. AAAHC (4-H)

VIII. APPROVAL:

- A. Sharp Metro Leadership, February 24, 1999; 06/02
- B. Manager, PBX / Guest Services – 01/06; 04/07; 11/07; 09/08;
- C. SCOR, SGH, SCV Manager(s), Patient Relations – 07/11
- D. SMMC Manager, Patient Relations – 03/12; 03/15
- E. System Patient Relations Leadership Group – 03/12
- F. System Interpreting Committee – 07/13; 06/16; 12/19
- G. System Policy & Procedure Steering Committee – 06/99; 02/15
- H. System Nursing Policy & Procedure Committee – 01/15
- I. System Manager, Workforce Support Services – 06/16; 09/17

IX. REPLACES:

- A. SMH #9753; orig. dtd. 3/84; revised 1/89, 7/90, 11/90, 1/91, 1/94
- B. SMC #RH9
- C. System #01206 & 01206.01

X. HISTORY:

System #01206.99; originally dtd 06/99
Reviewed\Revised: 06/02; 03/05; 08/05; 01/06, 04/07, 12/07; 10/08; 03/12; 03/15; 06/16; 09/17; 12/19

A. ATTACHMENTS - Available Interpretation & Translation Services

SHARP CHULA VISTA MEDICAL CENTER

TYPE	COMPANY
Over the Phone	Pacific Interpreters: 1-866-309-3849 (24 hours a day, 7 days a week)
Written Material Translation	Multicultural Services: 858-499-4950 Complete Translation Request Form located on Sharp Intranet under Multicultural Services
Interpreting Services for all Languages – Face to Face – Over the Phone	Interpreters Unlimited: 1-800-726-9891, Fax 1-800-726-9822 www.interpretersunlimited.com 1-858-496-7912
Video Remote Interpreting	VRI available through computer located throughout Hospital. Launch ODI application with double click. Login with unique username and password. Select language by clicking on screen. Wait to be connected. Meet your Interpreter – note their name and ID Number.
Sign Language Interpreting – Face to Face	Network Interpreting Service: 1-800-284-1043. (M-F, 7:00 am to 4:00 pm) (After 4:00 pm and weekends Emergency Services 1-800-284-1043 X 709)
Sign Language Interpreting – Face to Face	Deaf Community Services: 619-398-2488 (24 hours a day, 7 days a week)
TTY Machines – External Communication	1 located in PBX 1 located in the ED
California Relay Services External Communication	SHC uses CRS for external telephone with TTY users. SHC accepts and makes calls through the relay service. Patient can dial 777 to connect to California Relay Services.
CART – appropriate for a Deaf person that does not communicate using sign language – Face to Face	Communication Access Real-time Translation Scheduled through: Interpreters Unlimited: 1-800-726-9891, Fax 1-800-726-9822 www.interpretersunlimited.com

SHARP CORONADO HOSPITAL AND HEALTHCARE CENTER

TYPE	COMPANY
Over the Phone	Pacific Interpreters: 1-866-309-6558 (24 hours a day, 7 days a week)
Written Material Translation	Multicultural Services: 858-499-4950 Complete Translation Request Form located on Sharp Intranet under Multicultural Services.
Interpreting Services for all Languages – Face to Face – Over the Phone	Interpreters Unlimited: 1-800-726-9891, Fax 1-800-726-9822 www.interpretersunlimited.com 1-858-496-7781
Video Remote Interpreting	VRI available through computer located throughout Hospital. Launch ODI application with double click. Login with unique username and password. Select language by clicking on screen. Wait to be connected. Meet your Interpreter – note their name and ID Number.
Sign Language Interpreting – Face to Face	Network Interpreting Service: 1-800-284-1043 (M-F, 7:00 am to 4:00 pm) (After 4:00 pm and weekends Emergency Services 1-800-284-1043 X 709)
Sign Language Interpreting – Face to Face	Deaf Community Services: 619-398-2488 (24 hours a day, 7 days a week)
Twin Handset	Telephone for over the phone language translation service. Memory buttons have been programmed. Pushing the first button goes directly to the language interpreting service.
TTY Machines – External Communication	1 located in PBX
California Relay Services External Communication	SHC uses CRS for external telephone with TTY users. SHC accepts and makes calls through the relay service. Patient dials 777 to connect to California Relay Services.
CART – appropriate for a Deaf person that does not communicate using sign language – Face to Face	Communication Access Real-time Translation Scheduled through: Interpreters Unlimited: 1-800-726-9891, Fax 1-800-726-9822 www.interpretersunlimited.com

SHARP GROSSMONT HOSPITAL INTERPRETATION SERVICES

TYPE	COMPANY
Over the phone support for over 180 languages	Pacific Interpreters 866-309-8217 (code: 841973) (24 hours a day, 7 days a week)
Interpreting Services for all Languages – Face to Face – Over the Phone	Interpreters Unlimited: 1-800-726-9891, Fax 1-800-726-9822 www.interpretersunlimited.com 1-858-496-7694
Video Remote Interpreting	VRI available through computer located throughout Hospital. Launch ODI application with double click. Login with unique username and password. Select language by clicking on screen. Wait to be connected. Meet your Interpreter – note their name and ID Number.
Written Material Translation	Multicultural Services: 858-499-4950 Complete Translation Request Form located on Sharp Intranet under Multicultural Services
Sign Language Interpreting American Sign Language – Face to Face	Network Interpreting Service 1-800-284-1043 (M-F, 7:00 am to 4:00 pm) After 4:00 pm and weekends Emergency Services 1-800-284-1043 x709)
Sign Language Interpreting American & Mexican Sign Language – Face to Face	Deaf Community Services 619 398 2488 (24 hours a day, 7 days a week)
TTY Machines – External Communication	Located in PBX
California Relay Services	SHC uses CRS for external telephone with TTY users. SHC accepts and makes calls through the relay service. Patient can dial 777 to connect to California Relay Services.
Twin Handset	Telephone for language translation service. Memory buttons have been programmed. Pushing the first button goes directly to the language interpreting service.
CART – appropriate for a Deaf person that does not communicate using sign language – Face to Face	Communication Access Real-time Translation scheduled through: Interpreters Unlimited: 1-800-726-9891, Fax 1-800-726-9822 www.interpretersunlimited.com

SHARP MARY BIRCH HOSPITAL FOR WOMEN AND NEWBORNS

TYPE	COMPANY
Over the Phone	Pacific Interpreters: 1-866-322-0018 (24 hours a day, 7 days a week)
Written Material Translation	Multicultural Services: 858-499-4950 Complete Translation Request Form located on Sharp Intranet under Multicultural Services
Interpreting Services for all Languages – Face to Face – Over the Phone	Interpreters Unlimited: 1-800-726-9891, Fax 1-800-726-9822 www.interpretersunlimited.com 1-858-496-7886
Video Remote Interpreting	VRI available through computer located in the Triage area. Launch ODI Application with double click. Login with unique username and password. Select Language by clicking on screen. Wait to be connected. Meet your Interpreter – note their name and ID Number.
Sign Language Interpreting – Face to Face	Network Interpreting Service: 1-800-284-1043 (M-F, 7:00 am to 4:00 pm) (After 4:00 pm and weekends Emergency Services 1-800-284-1043 X 709)
CART – Appropriate for a Deaf person that does not communicate using sign language – Face to Face	Communication Access Real-time Translation (Scheduled through Network Interpreting Service)
Sign Language Interpreting – Face to Face	Deaf Community Services 619-398-2488 (24 hours, 7 days a week)
TTY Machines External Communication	Located in PBX
California Relay Services – External Communication	SHC uses CRS for external telephone with TTY users; SHC accepts and makes calls through the relay service. Patient can dial 777 to connect to California Relay Services.
Twin Handset	Telephone for language translation service. Memory buttons have been programmed. Pushing the first button goes directly to the language interpreting service.

SHARP MEMORIAL HOSPITAL, STEPHEN BIRCH HEALTHCARE CENTER, OUTPATIENT PAVILION, SHARP

REHABILITATION

TYPE	COMPANY
Over the Phone	Pacific Interpreters 1-800-974-7468 (24 hours a day, 7 days a week)
Written Material Translation	Multicultural Services: 858-499-4950 Complete Translation Request Form located on Sharp Intranet under Multicultural Services
Language Interpreting Services for all Languages – Face to Face – Over the Phone	Interpreters Unlimited: 1-800-726-9891, Fax 1-800-726-9822 www.interpretersunlimited.com 1-858-496-7886
Video Remote Interpreting	VRI available through computer located throughout Hospital. Launch ODI application with double click. Login with unique username and password. Select language by clicking on screen. Wait to be connected. Meet your Interpreter – note their name and ID Number.
Sign Language Interpreting – Face to Face	Network Interpreting Service: 1-800-284-1043 (M-F, 7:00 am to 4:00 pm) (After 4:00 pm and weekends Emergency Services 1-800-284-1043 X 709)
CART – Appropriate for a Deaf person that does not communicate using sign language – Face to Face	Communication Access Real-time Translation (Scheduled through Network Interpreting Service)
Sign Language Interpreting – Face to Face	Deaf Community Services 619-398-2488 (24 hours, 7 days a week)
TTY Machines – External Communication	Located in PBX
California Relay Services External Communication	SHC uses CRS for external telephone with TTY users. SHC accepts and makes calls through the relay service. Patient can dial 777 to connect to California Relay Services.
Twin Handset	Telephone for language translation service. Memory buttons have been programmed. Further instructions have been included in the box.

SHARP MESA VISTA

TYPE	COMPANY
Over the Phone	Pacific Interpreters: 1-866-322-0530 (24 hours a day, 7 days a week)
Written Material Translation	Multicultural Services: 858-499-4950 Complete Translation Request Form located on Sharp Intranet under Multicultural Services
Interpreting Services for all Languages – Face to Face – Over the Phone	Interpreters Unlimited: 1-800-726-9891, Fax 1-800-726-9822 www.interpretersunlimited.com 1-858-496-7678
Video Remote Interpreting (Stratus Video)	VRI available through computer located throughout Hospital. Launch ODI application with double click. Login with unique username and password. Select language by clicking on screen. Wait to be connected. Meet your Interpreter – note their name and ID Number.
Sign Language Interpreting – Face to Face	Network Interpreting Service: 1-800-284-1043 (M-F, 7:00 am to 4:00 pm) (After 4:00 pm and weekends Emergency Services 1-800-284-1043 X 709)
CART-Appropriate for a Deaf person that does not communicate using sign language Face to Face	Communication Access Real-time Translation (Scheduled through Network Interpreting Service)
Sign Language Interpreting – Face to Face	Deaf Community Services 619-398-2488 (24 hours, 7 days a week)
TTY Machines – External Communication	Located in PBX
California Relay Services- External Communication	SHC uses CRS for external telephone with TTY users; SHC accepts and makes calls through the relay service. Patient can dial 777 to connect to California Relay Services.
Twin Handset	Telephone for language translation service. Memory buttons have been programmed. Pushing the first button goes directly to the language interpreting service.

Attachments:

Approval Signatures

Step Description	Approver	Date
administrator	Karen Whitten: POLICY & PROCEDURE COORD [TW]	12/23/2019
Owner	Lynteen Abrams: MGR WORKFORCE SUPPORT	12/23/2019

Applicability

Chula Vista, Coronado, Grossmont, Mary Birch, Memorial, Mesa Vista, Sharp HealthCare