

This policy applies to: VALLEYCARE HEALTH SYSTEM HOSPITAL-WIDE POLICIES AND PROCEDURES	Date of Last Review or Revision: FEBRUARY 2015
Name of Policy: LANGUAGE INTERPRETATION AND COMMUNICATIONS WITH THE HEARING AND/OR SIGHT IMPAIRED	Section: PATIENT CARE
Departments Affected: ALL DEPARTMENTS	Policy # : 14 Page 1 of 6

POLICY

It is the policy of Valley Memorial Hospital and ValleyCare Medical Center to provide effective communication to all patients, family members, friends and/or patient representatives as appropriate at no cost. It is not appropriate to rely on untrained individuals as the primary source for bridging communication barriers during medical encounters with patients who are hearing /sight impaired, or speak a language other than English. ValleyCare contracts with interpreter services to provide such communication. At no time shall ValleyCare employees, patient family members/representatives, friends, or other patients be allowed to provide translation or language access services during medical encounters. The Social Service Department will oversee the coordination of the language translation & sign language interpreter services and it shall be the responsibility of all Department Directors to arrange and provide the required services in each department in order to maintain appropriate communication. Materials Management will oversee the hearing devices/equipment.

PROCEDURE

A. Language Interpretation

We are contracted with SpectraCorp. This organization provides interpretation of more than 130 languages directly over the phone on a 24 hour a day, 7 days a week basis. Please follow the procedure outlined below.

1. Communication with SpectraCorp should commence only after an assessment has been made and the care giver has determined exactly what information is needed. Do not waste time on the telephone trying to determine what it is you need to know.
2. Once the patient's language has been identified, dial the SpectraCorp communications facility using the toll-free number, 1-866-895-7374.
3. The SpectraCorp operator who answers the phone will request the language needed. Your response should be the name of the language

spoken by the person with which you are dealing.

4. The SpectraCorp operator will then ask for your agency ID number. The number for VMH/VMC is: VHS.
5. The SpectraCorp operator will connect the interpreter to your line. When the interpreter comes on-line with you, identify yourself by giving the name of the hospital, and the city and state in which it is located.
6. The interpreter will identify himself by his ID number. Tell the interpreter what information you want to obtain from the patient. The interpreter will then obtain the information you requested and relay it back to you.

(Using a speaker phone will eliminate the need for repeatedly passing the phone back and forth between yourself and the patient.) This will continue until you have as much information as you need.

7. Say "end of call" when you wish to terminate the call.
8. Document the time of the call, the ID number of the interpreter, and the type of information translated in the patient's medical record.

B. Hearing Impaired

1. It is the responsibility of Hospital Employee(s) to inquire if the hearing impaired patient requires the assistance of TDD/TTY or sign language services to facilitate communication. The patient's request and the type of services provided will be documented in the medical record by the healthcare provider.
2. If the patient/family has no preference then NexTalk/SpectraCorp video remote interpreter (VRI) should be used. If otherwise needed contact the contracted sign language interpreters in the following order: Interpreting and Consulting Services, Inc. or if no response, contact Purple Language Services Co.)

a. Interpreting and Consulting services Inc.
525 First Street, Benicia, CA
Voice: 707-747-8200
Fax: 707-747-8205
24 Hour Hotline – 888-617-0016
8:30am – 5:00pm, Hours of Service

b. Purple Language Services Co. -
1000 Broadway #252 Oakland, CA 94607
8:30am – 5:00pm , Hours of Service
Voice: 800-900-9478 ext 1153
Fax: 510-380-7151
Email: PurpleOakland@purple.us

your machine. Make certain that the receiver is pressed securely in the cup. Turn on the machine. Since you are the receiving party, type the name of the hospital and "GA" (Go Ahead). After you have completed the conversation and are ready to hang up, type "GA" to "SK" (Stop Keying). The other party may wish to continue the conversation and will type "GA" to "SK" and you type "SK". Turn off the machine and place the receiver back on the phone.

- ii. NEVER PICK UP THE RECEIVER AND SPEAK. If the person on the other end of the line hears a strange sound, he/she will assume it is a wrong number and will hang up. Your dedicated line is strictly for the TDD/TTY users. You can tell when this happens; after you have typed the hospital name and "GA", you will receive no readout on the machine. Hang up.
- iii. If your machine is hard-wired (direct connect) to your phone, all you have to do when the phone rings is turn the machine "On" without touching the receiver. Type the name of the hospital and "GA". If the hospital is renting the machine, most likely it will not be hard wired. If you have any questions whether or not your machine is hard-wired, check with Engineering. Having the machine hard wired to the phone has its advantages: you will never be tempted to pick up the receiver and speak and it will always be answered properly.

- b. If your unit does NOT have a dedicated number:

When you answer the phone by voice and if you should hear a strange sound or if you hear NOTHING, immediately put the receiver on the coupler and start typing. In many instances, you will find a hearing impaired person on the other end of the line after you finish typing "GA".

- c. Making an Outgoing Phone Call: TDD/TTY

If you need to make a call to a hearing impaired person, proceed as you normally do when calling a voice person. When you hear the first ring, put the receiver on the coupler and turn the machine "On". When the hearing impaired person answers, he/she will identify himself/herself and will type "GA". Many of the hearing impaired do not always type their name; many just type "GA". Identify yourself and start your conversation. When you are ready to sign off, type "GA" to "SK".

- 5. Telephone amplifiers and closed caption television services are available for the hearing impaired. Contact the Engineering Department for installation when the need for service is identified.

6. If all TDD/TTY phones are in use, notify Information Systems for additional assistance.

C. Sight Impaired Assistance:

Sight impaired individuals requiring assistance will be provided with appropriate hospital staff for communicating instructions, answering questions, etc.

Who Can Order:

1. Department Director
2. Assistant Directors of Nursing (ADNs)
3. Social Workers
4. Educators
5. Financial Counselors

Billing:

- a. Invoices will be sent to the appropriate ordering department for confirmation that service was ordered and provided/cancelled.
- b. The Department Director is required to initial the invoice showing approval for payment and then send to the Quality Management Department for payment.

Patients do have a right to request a specific interpreter and every effort will be made to accommodate the patient's wishes.