

# Interpreter Services

What you need to know

# Who needs interpreter services?

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- Patients, family members, or companions that cannot read, speak, write or comprehend English.
- Patients, family members, or companions that are hard of hearing or visually impaired.
- Anyone who requests an interpreter.

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● Always ask the question:

“Do you need an interpreter for any reason?”

# What is our responsibility?

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Determine upon first encounter with patient if they are limited English proficient, hard of hearing, or visually impaired; and their preferred method of communication.

Once this is obtained, it should be documented in the medical record.

If you don't document it, it wasn't done!

# Admission Assessment

**ADMISSION ASSESSMENT**  
Moved class to the top  
Blue "flags" indicate fields are mandatory

Admission Assessment

Performed Date/Time: 10/10/2012 07:56

- Admission Data and History
  - Allergies
  - Home Medications
  - \*Admission Data
  - Communication
    - Face to Face
  - Patient Contacts
  - \*Advance Directives
  - Privacy
  - Past Medical History
    - PMH - EENT
    - PMH - CARDIOLOGY
    - PMH - RESPIRATOR\*
    - PMH - GASTROENTE
    - PMH - GU/REPRODU
    - PMH - MUSCULOSKE
    - PMH - INTEGUMENT
    - PMH - NEURO
    - PMH - PSYCHOLOGI
    - \*PMH - ENDOCRINE,
    - PMH - HEMATOLOG
    - PMH - ONCOLOGY
    - PMH - IMMUNOLOG\*
    - \*PMH - IMPLANTED
  - \*Infection Control
  - Past Surgical Procedure
  - \*Anesthesia/Transfusior
  - Immunizations
  - Influenza Vaccine Scree

Admission Data and History

Allergies

Home Medications

\*Admission Data

Communication

Hearing deficit

Hearing comment

Visual deficit

Vision comment

Eyewear

Vision aids comment

Primary language

Needs interpreter?

Phone Interpreter ID

Face to Face

Who?

# Federal & State law

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By law, an interpreter must be available within 10 minutes to patients in the ED and within 20 minutes to all other patients within the inpatient and outpatient setting.

How do we communicate and document when a patient needs interpreter services?

# In an Emergency

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- In an urgent situation where the patient's medical condition might be compromised by waiting for an interpreter to arrive and where use of a telephonic interpreter service is not possible or practical, staff should render any necessary and appropriate medical treatment and use their best efforts to provide the most effective communication possible until the services of a SJHHC approved interpreter can be accessed.



# Cyracom

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- The Cyracom phone is a way to contact an interpreter via telephone and can be found on your unit.
- You must document the language and Interpreter ID in the chart.



# (American Sign Language(ASL) Rover

The rover is for the hard of hearing who use ASL to communicate.

The Rover can be found in the ED or administrative coordinator's office.

You must document interpreter ID in chart!



# Face to Face

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Face to face interpreters available at:  
Multicultural Association Medical Interpreters  
(MAMI)

Spanish Action League (Spanish Only)

Designated and certified bilingual staff.

(phone numbers can be found in interpreter  
services policy)

# Face to Face

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- Face to face interpreters for hard of hearing can be contacted by calling Aurora of CNY or Empire Interpreting Service.

This phone number can also be found in interpreter policy.

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Home Physician Portal WebMail

Search the site

Dept/Services Initiatives Reference Edu/Training Work Tools Around SJ

### Reference Material

Baby Friendly Info for Physicians  
Benchmarking in Health Care  
Clerical Quick Reference  
Consumer Education  
Cultural Diversity Tools  
Discount Drugs/Insurance Links  
Drugs & Breast Milk  
eLearning  
Evidence Based Medicine

Family Doctor  
FOD - Forms On Demand  
Forms-(PDF Forms)  
Health Encyclopedia  
Health Illustrated Encyclopedia  
Latex Product Index  
Libraries  
MD Consult  
Medical Dictionary

Medical Supply Catalog  
Merck Manual  
Merriam-Webster OnLine  
Micromedex  
More OB  
NYS Preferred Drug  
Nutritional Info  
Patient Education  
Phone Book

Policies and Procedures  
Physician Directory  
Radiology Appropriateness Criteria  
RX Formulary  
RX Renal Dosing Chart  
Transportation Vendors  
Up To Date  
VisualDX

A few things you'll need to know...

A site tour is available [here](#).

### Clinical News

Save the Date - Nurses' Day  
*December 26, 2012*

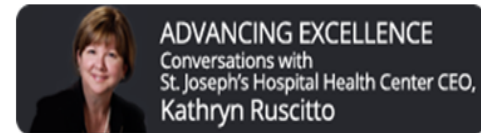
Congrats to Newest Board Certified  
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### System News

St. Valentine Memory Tree  
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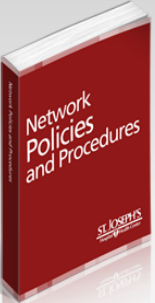
Hospital Policy Manual - Search - Windows Internet Explorer

http://intranet/network2000/policyprocedure/search.aspx

File Edit View Favorites Tools Help

Hospital Policy Manual - Search

Home Print Page Tools



[Policy and Procedure](#) | [intranet](#)

# NETWORK POLICIES and PROCEDURES

interpreter   match whole word

This search has returned 1 result

	Last Revised/Reviewed Date
<a href="#">Interpreter Services</a>	5/1/12

Local intranet 100%

Put the word “interpreter” in search box.

# Can a family member interpret?

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Family/friends should not be used as an interpreter. If patient refuses interpreter services and requests family to interpret, you must document in the medical record:

- Relationship and name of interpreter.
- The language of the interpreter.
- That patient refused free interpreter services.  
(No interpreter under 16 unless explicitly requested by patient!)

# Can hospital staff interpret?

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- Staff are able to interpret only if they have been certified in medical terminology and in the language in which they want to interpret.
- (Certified by hospital's contracted interpreter service)



# Written Materials: Forms

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- Translated consent forms can be found under “online forms” then click “translated forms.”
- “Translated” consent form must be signed and placed in chart with English version attached to it.

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Search the site

- Dept/Services
- Initiatives
- Reference
- Edu/Training
- Work Tools
- Around SJ

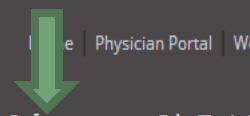
### Reference Material

- Baby Friendly Info for Physicians
- Benchmarking in Health Care
- Clerical Quick Reference
- Consumer Education
- Cultural Diversity Tools
- Discount Drugs/Insurance Links
- Drugs & Breast Milk
- eLearning
- Evidence Based Medicine

- Family Doctor
- FOD - Forms On Demand
- Forms-(PDF Forms)
- Health Encyclopedia
- Health Illustrated Encyclopedia
- Latex Product Index
- Libraries
- MD Consult
- Medical Dictionary

- Medical Supply Catalog
- Merck Manual
- Merriam-Webster OnLine
- Micromedex
- More OB
- NYS Preferred Drug
- Nutritional Info
- Patient Education
- Phone Book

- Policies and Procedures
- Physician Directory
- Radiology Appropriateness Criteria
- RX Formulary
- RX Renal Dosing Chart
- Transportation Vendors
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- VisualDX



A few things you'll need to know...

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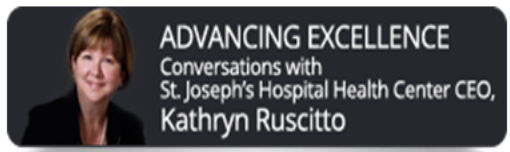
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# Forms



## Welcome to the Online Forms

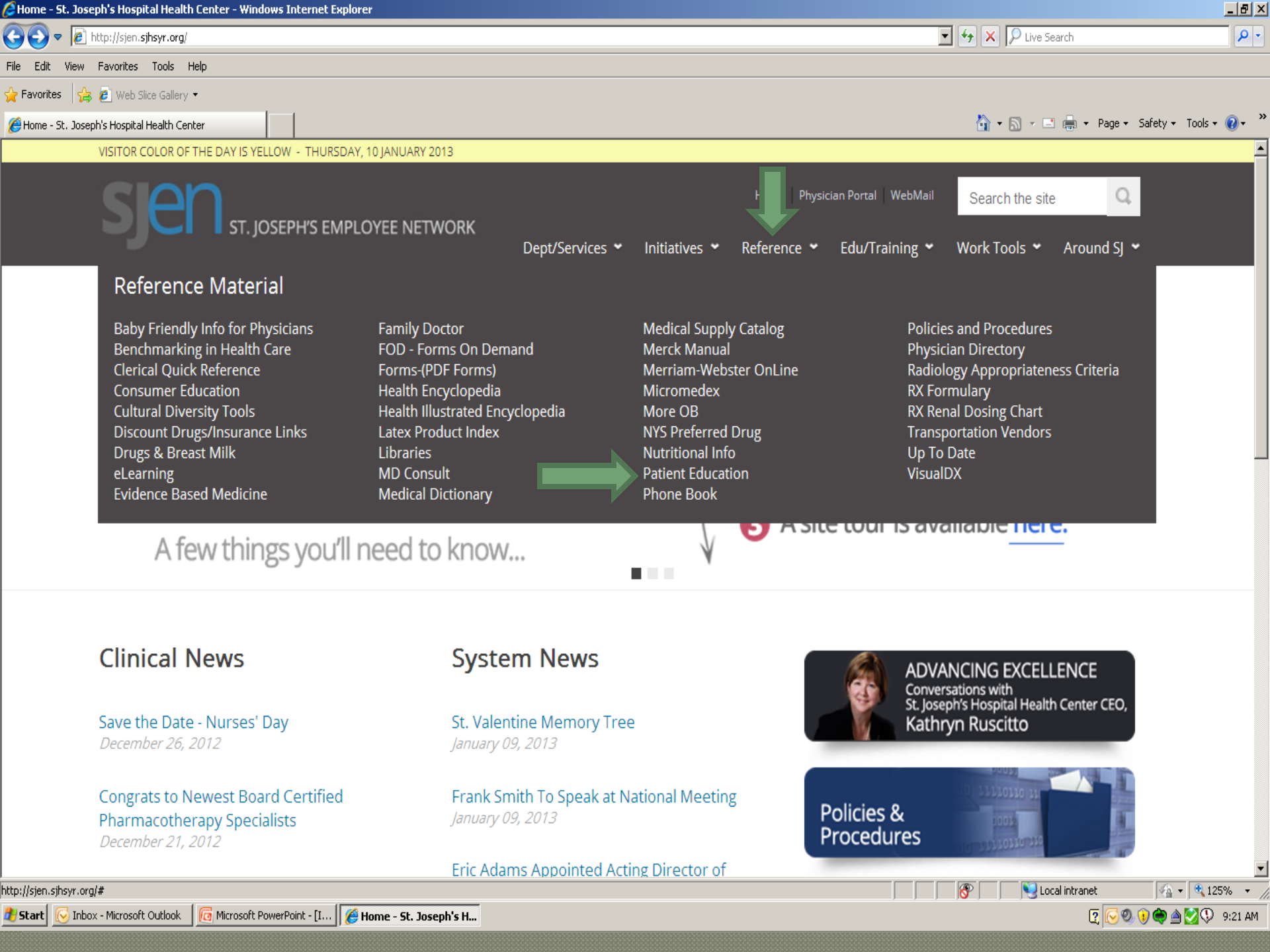
- [Forms Policy and Standards](#)
- [Forms News](#)
- [Procedures for Requesting Forms Maintenance](#)
- [Request for Forms Development/Revision Form](#)  #16811
- [Forms Catalog](#)
- [Commonly Used Hospital Forms](#)
- [Commonly Used Physicians Forms](#)
- [Government Forms Used by SJHHC](#)
- **ED Packets (New!)**
  - [ED and OBS Unit Admission & Consult Forms](#)
  - [ED Providers Common Forms](#)
  - [ED Charge Nurse Common Forms](#)
  - [ED Nursing Common Forms](#)
  - [OBS Nursing Common Forms](#)
  - [ED CSR and OBS Unit Secretary Common Forms](#)
  - [ED Downtime Forms](#)
- [Lab Consent Forms & Reqs](#)
- [Translated Forms](#)

All our online forms are in Adobe Acrobat PDF format. If you do not have the Adobe Acrobat Reader, please call [Helpdesk @ 85607](#) to make appointment to have this free Reader installed on your computer in order to view and print PDF files.

# Written Materials: Patient Ed.

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- Can be found on intranet under “patient education information” then click “materials for patients with limited English proficiency.”
- Must be printed in English and language patient reads in, then document this in medical record.



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Physician Portal | WebMail

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- Initiatives ▾
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- Work Tools ▾
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**ADVANCING EXCELLENCE**  
Conversations with  
St. Joseph's Hospital Health Center CEO,  
Kathryn Ruscitto



**Policies & Procedures**

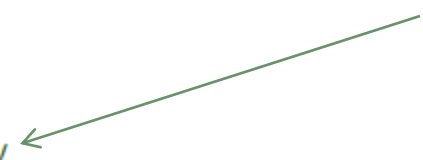
# Patient Education



» Reference Mater

## Welcome to Patient Education Information

- [St. Joseph's Patient Education Materials/Programs](#)
- [Diet Information](#)
- [Medication/Vaccination information](#)
- [General Health Information](#)
- [Internet Consumer/Patient Information Resources](#)
- [Materials for patients with Limited English Proficiency](#)
- [Educational TV for Patients](#)
- [Resources for developing patient education materials](#)



[Give us your feedback: tell us how we are doing!](#)

























 Contact **Kathy Fitzgerald** or **Sharon Carroll** at **85847** with questions




» Reference Mater

# Documentation (Care Manager)

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**You must document method of communication EVERY time you speak with the patient/caregiver/family or companion about care, or medical information.**

- Communication		<	Add	Show All	>
COMMUNICATION PROBLEM - NONE					
No Problem		<input type="checkbox"/>	none		 
Communication					
Impaired Communication					 
Related To					 
Expected Outcomes					 
Outcome Status					 
Reason(s) Ongoing/Not Met					 
Recommended Intervention(s) - Comm					 
Individualized Comm Intervntn #1					 
Individualized Comm Intervntn #2					 
LEP					
Phone Interpreter ID					 
HEARING IMPAIRED					
Hearing Assistance					 
ASL Rover ID					 

- Communication		<	Add	Show All	>
FACE TO FACE					
Who?					 
Relation to Pt					 
Why used?					 
PERFORMED INTERVENTION(s)					 



# Documentation

## (“physician Progress notes”)

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- If you normally document your assessment, care, discussion with a patient/caregiver/family or companion about care, or treatment in the “physician progress notes”; the information on the following slide is required EVERY time you use interpreter services.
- You can print a progress note containing this framework.

## Progress Notes – Interpreter Services Documentation

Service used:  Cyracom Phone  American Sign Language (ASL) Rover

Face to Face – \_\_\_\_\_

Family – Relationship to patient \_\_\_\_\_

Reason family used \_\_\_\_\_

Language: \_\_\_\_\_ Interpreter ID# (when applicable) \_\_\_\_\_

\_\_\_\_\_/\_\_\_\_\_/\_\_\_\_\_  
Signature/Title Date Time

The above information will be an independent progress note with the usual line format following to continue your note.

Form number 20038 in the online forms catalog or FOD

# “Quick Reference”

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A quick reference for interpreter service phone numbers can be found in care manager under “online resources.”

Patient: DOCUMENTATION, HOLLY

Allergy

Age: 30 yr Gender: F Attending: KENIEN, GREGOR... Fac-Dept: St Jos  
 Diagnosis: (A) HED TRAINING CLASS Service: MED Rm-Bed: 2400-3

Default Chart MS Default Notes Progress Note Plan of Care Meds Pt Education CM D/C Plan Narcotic Record

Show All Expand All Collapse All Add Selection

RBC INFO	More Results	09/12/2012	1
Interpreter/LEP	- Interpreter/LEP	<	Add Show A
Alert Bracelets	Needs Interpret		
Safety	LEP		
Comfort/Pain	Primary Language		
Skin/Wound	Phone Interpr #		
Pressure Ulcer	FACE TO FACE		
Invasive Line	Face-to-face:Who		
Neurological	Relation to Pt		
Cardiovascular	Face-to-Face:Why		
Respiratory	Hearing Impaired		
Gastrointestinal	Uses at Home		
Nutrition	- Alert Bracelets	<	Add Show A
Urinary/Renal	- Safety	<	Add Show A
Musculoskeletal/A...	SAFETY PROB		
Reproductive	Safety		
Psychosocial	RISK TO FALL - SAFETY		
Infection Control	Risk to Fal		
Hygiene	MORSE SCALE (QD)		
Review/Handoff	Hx of falls w/in last 3 mos		25=
D/C Plan	Orange Bracelet		app
	Secondary Dx		15=
	Ambulatory aid		15=crutches/cane/wa

- Restraint Charting Guidelines
- PD-Extraneal/Special Meds
- SPHM Evaluation Tool
- Zoysn Extended Infusion Guidelines
- Braden Action Plan
- Hygiene and Skin Products
- Staging Pressure Ulcers
- Coumadin/Warfarin Tip Sheet
- Med Admin Schedule
- Transfusion Reaction Policy
- IVP Limitations
- Neurologic/Charting Reference
- Hypoglycemia Protocol
- Micromedex
- Alcohol Withdrawal(CIWA) Scoring
- Alcohol Withdrawal(CIWA) Policy
- Heparin Protocol
- Estrogen Patient Education Handout
- Equianalgesic Chart
- HIDA Scan Sincalide Protocol
- Bariatric Beds
- Pharmacist Cell Phone Numbers
- Flu & Pnuemonia Guidelines
- MOLST Information
- Epidural Quick Guide Tipsheet
- Pre Op Checklist
- Surgical Services References -NEW
- CDC Disease Specific Isolations
- PCA Online Documentation
- Fentanyl Patch Online Documentation
- PCA Vital Signs Guidelines

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sfer Outp. ▾

Navigation controls including arrows, expand/collapse icons, and a search field.

# Test Yourself

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- 1. St. Joseph's is required to provide interpreter service, free of charge, to any patient or primary care giver who needs it?
  - a. True
  - b. False
- 2. On a med-surg unit once it is determined that interpreter service is needed for communication, it must be provided within:
  - a. 5 minutes
  - b. 10 minutes
  - c. 15 minutes
  - d. 20 minutes

# Test Yourself

---

- 3. The RN taking care of a patient who has been identified as Hard of Hearing/Deaf will communicate using:
  - a. Cyracom Interpreter Phone
  - b. ROVER Interpreter Service
- 4. When documenting communication with LEP or the hard of hearing/deaf patient or primary care giver , you must document:
  - a. Source of Interpreter, full name or ID number if cyracom used
  - b. Refusal to utilize the free interpreter services
  - c. Patient's desire to utilize family/friends for interpreter
  - d. Patient's desire for a face-to-face interpreter
  - e. All of the Above

# Test Yourself

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- 5. If patient does not wish to utilize the interpreter services provided by SJHHC, what items need to be documented in the chart?
  - a. Individual's relationship to patient
  - b. Interpreter's name
  - c. Language interpreting
  - d. Reason why they are not utilizing an SJHHC interpreter
  - e. All of the Above
- 6. Further information on Interpreter Services may be found in SJHHC Network Policy and Procedures on the hospital intranet under Interpreter Services?
  - a. True
  - b. False

# Answers:

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- 1. True
- 2. D
- 3. B
- 4. E
- 5. E
- 6. A



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[Click Here to Complete](#)