Interpreter Services

What you need to know
Who needs interpreter services?

- 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.
Always ask the question:

“Do you need an interpreter for any reason?”
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

Mandatory Fields:
- Blue "flags" indicate fields are mandatory.
- Allergies
- Home Medications
- *Admission Data
- Communication

Options:
- Hearing deficit
- Hearing comment
- Visual deficit
- Vision comment
- Eyewear
- Vision aids comment
- Primary language
- Needs interpreter?
- Phone Interpreter ID
- Face to Face

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

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

- 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.
Put the word “interpreter” in search box.
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?

- 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

- 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.
Welcome to the Online Forms

- Forms Policy and Standards
- Forms News
- Procedures for Requesting Forms Maintenance
- Request for Forms Development/Revision Form
- Forms Catalog
- Commonly Used Hospital Forms
- Commonly Used Physicians Forms
- Government Forms Used by SJHHC
  - ED Pockets (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 at 856-07 to make an appointment to have this free Reader installed on your computer in order to view and print PDF files.
Written Materials: Patient Ed.

- 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.
Clinical News

Save the Date - Nurses' Day
December 26, 2012

Congrats to Newest Board Certified Pharmacotherapy Specialists
December 21, 2012

System News

St. Valentine Memory Tree
January 09, 2013

Frank Smith To Speak at National Meeting
January 09, 2013

Eric Adams Appointed Acting Director of
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

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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

**COMMUNICATION PROBLEM - NONE**

<table>
<thead>
<tr>
<th>No Problem</th>
<th>none</th>
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**Communication**

<table>
<thead>
<tr>
<th>Impaired Communication</th>
<th></th>
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<tbody>
<tr>
<td>Related To</td>
<td></td>
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<tr>
<td>Expected Outcomes</td>
<td></td>
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<tr>
<td>Outcome Status</td>
<td></td>
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<tr>
<td>Reason(s) Ongoing/Not Met</td>
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**Recommended Intervention(s) - Comm**

<table>
<thead>
<tr>
<th>Individualized Comm Intervtn #1</th>
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<tbody>
<tr>
<td>Individualized Comm Intervtn #2</td>
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**LEP**

| Phone Interpreter ID | |

**HEARING IMPAIRED**

<table>
<thead>
<tr>
<th>Hearing Assistance</th>
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<tbody>
<tr>
<td>ASL Rover ID</td>
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### Communication

**FACE TO FACE**

<table>
<thead>
<tr>
<th>Who?</th>
<th></th>
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<tbody>
<tr>
<td>Relation to Pt</td>
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<tr>
<td>Why used?</td>
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**PERFORMED INTERVENTION(s)**

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

1. True
2. D
3. B
4. E
5. E
6. A
Click Here to Complete