



SAMARITAN HEALTH SERVICES
MANUAL OF ADMINISTRATIVE POLICIES

**COMMUNICATING EFFECTIVELY WITH PERSONS WHO HAVE LIMITED ENGLISH PROFICIENCY OR
IMPAIRED HEARING OR SPEECH**

APPROVED: Larry A. Mullins

DATE SIGNED: 1/25/2008

PURPOSE

To ensure effective communication with all people presenting to Samaritan Health Service hospitals in compliance with Title 45 Code of Federal Regulations, Part 80.

POLICY

Samaritan Health Services will provide a means of effective communication with all persons presenting to the hospital for medical care, including persons with limited English proficiency, hearing or speech impairment.

The following resources are available to assist individuals with communication barriers who present to the hospital for medical care:

1. Sign language and foreign language interpreters available through contracted agencies through telephone interpretation or on-site interpretation
2. TTY telephones and printed materials for individuals who are hearing impaired. Packets include ADA required communication and signaling devices for inpatients.
3. Reference materials to facilitate communication during medical emergencies.

The department manager or hospital supervisor can be contacted to facilitate translation resource or address any concerns.

PROCEDURE

A. Limited English Proficiency

Upon determining that a person presenting for care has a limited English proficiency, the hospital staff will:

1. Identify the need for an interpreter,
2. Identify the language spoken by the patient; utilize copies of the language ID card in the unit to identify language spoken,
3. Determine the appropriate method of providing interpretation,

4. Contact the interpreter service for the appropriate level of service required.
 - a. Telephone Interpretation Services (7 days a week / 24 hours a day)

Cyacom Transparent Language Service: All Campuses

- 1) If Utilizing the *CyraPhone*.
Pick up the left handset and press the **Gray Button**. This will automatically contact the interpreter network and enter the Account Number and PIN.
- 2) From any phone: Dial 1-800-481-3293.
At the first prompt, enter the 9-digit Account Number.
 - SPCH 501015539
 - GSRMC 501017079
 - SLCH 501017087
 - SAGH 501017081
 - SNLH 501017082

At the second prompt, enter the 4 digit department specific PIN or if the department specific PIN is not known the generic campus PIN listed below.

- SPCH 5181
 - GSRMC 9398
 - SLCH 4835
 - SAGH 1179
 - SNLH 9166
- 4) Identify the language needed. Either state the required language or enter the language code. Press “1” to confirm choice. After confirmation the next available interpreter will be connected.
 - 5) If utilizing the ClearLink Phone, hand the second handset to the patient or use the conference function for groups.

Pacific Interpreters: Valley campuses

- 1) Dial 800 259-4501 for a Pacific Interpreters’ customer service representative.
- 2) Give the following information using this script: “This is (state your name) in (state your department) at (state your location). The access code is (select code from the following list) and I need a (state the language) interpreter.”
 - a. GSRMC Code: 4501
 - b. SAGH Code: 828420
 - c. SLCH Code: 017634
- 3) An interpreter will be connected shortly.

b. On Site Interpreter Services:

Valley Campuses

Hands On Interpreting Service, Inc. provides onsite interpreters for spoken language at valley sites with advance arrangements.

- 1) Dial 1-800-900-9478 for a customer service representative.
- 2) Give the following information using this script: "This is (state your name) in (state your department) at (state your hospital) in (state your location). I need a (state the language) interpreter on _____date and time."
- 3) **Or** fax the request to: 1-888-900-9477

An interpreter will be contacted and arrangements confirmed.

Lincoln County Campuses

Samaritan Pacific Communities Hospital

Centro de Ayuda provides onsite Spanish interpreters with advance arrangements.

- 1) Call 541-265-6216 during business hours, Monday-Friday. A customer service representative will answer or return your call to assist you.
- 2) After hours assistance is available by pager. Call 541-3465.

Samaritan North Lincoln Hospital

Contact Nursing Supervisor to make arrangements for onsite interpreter services.

5. Document in the patient's record the identity of the interpreter, which language and which method or service was utilized.
6. In an emergency, staff members with documented language competency, by a process designated by the hospital, may interpret only until a certified interpreter is available.

Written Interpretation Services

1. Contact your department manager or direct supervisor for authorization.
2. Send required documents to the Materials Management Department.
3. The Materials Management Department will arrange for the translation.
4. Include with your request the language needed, the name and the department of the person requesting translation services, and a due date.

B. Speech or Hearing Impaired

Upon determining that a person who is presenting for care is hearing or speech impaired:

1. Identify the means of communication.
 - a. Use of a note pad
 - b. Lip reading by the patient
 - c. American Sign Language (ASL)
2. Identify the need for a sign language interpreter.
3. Sign language services are available to valley campuses on a twenty-four hour per day, seven-day per week basis. Contact the department manager or hospital supervisor to authorize and schedule this service.
 - a. Tri-Counties Interpretive Services (503) 931-3465
 - b. Hands On Interpretive Services 1-Phone 800-900-9478 or fax : 1-888-900-9477
4. Document on the patient's chart the method of communication.
5. If the patient requests a hearing impaired package deliver the package to the patient and assist with set-up of devices.

Oregon Telecommunications Relay Service is a communications service that links deaf and hard of hearing people via telephone. To use this service, dial the appropriate number listed below. Give the agent the number to be called and he or she will stay on-line to relay the conversation. Talk directly with the person being called. All calls and information are confidential. This twenty-four-hour relay service is provided at no cost to callers. Long distance calls will be billed accordingly.

TDD/Voice	1-800-735-2900
AT&T operator service for TDD (24 hours)	1-800-855-1155

Note: Medical Interpretation by Family and Friends

1. The use of family, friends or minor children as interpreters is discouraged.
2. Document in the patient record patient's refusal of medical interpretive services or request for use of an uncertified interpreter.

SUBMITTED BY: Nursing Services

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