

Hospital Policy and Procedure

Section: Rights and Responsibilities of the Individual	Policy No:	1500
	Date Issued:	10/05
Title: Interpretation Services	Date Reviewed:	08/10, 02/11, 04/12
	Date Revised:	11/05, 08/06, 04/08, 07/08, 07/09, 10/09, 2/12

I. Scope:

Corona Regional Medical Center

II. Purpose:

To ensure that all patients, patient's representatives and family members, including the hearing impaired are provided language interpreter services.

III. Policy:

Upon identification there is a an individual has limited communication barrier or the patient has limited English proficiency , reasonable arrangements shall be made for interpretation services to ensure adequate communications. Individuals are informed that the services of qualified interpreter are available to him/her at no additional charge. These services are posted on signs throughout the facility. The utilization of any translation services should be documented appropriately.

IV. Procedure:

Interpretation Services

1. Video Remote Interpreting

- a. Laptops are used to access interpreters remotely. A laptop is located in the House Supervisor Office on the Main Campus.

2. Employees as Interpreters

The Human Resources Department maintains a list of Hospital Staff who are competent to provide interpreter services for our non-English speaking patients, clients and family members. This list is located on the Directors Drive and printed for posting in the House Supervisors' office.

- a) Only those employees who are fluent in both English and Spanish or another language who can accurately speak, and readily interpret in Spanish or another language and English, and who have passed a competency assessment, will be allowed to provide such services.
- b) These employees will provide this service in their working area; they will only be expected to go to other departments with approval of their supervisor.

- c) The PBX Operator can assist in locating interpretation assistance by contacting one of the individuals on the list.

3. Phone Interpreters

- a) Staff can access a qualified interpreter using as telephone based interpreter services. A live interpreter is accessed 24/7.
- b) Telephones are located in patient care areas on Main and Magnolia campuses for staff use.

4. Sign Language

- a) Language Services. The telephone number: (877) 274-9745 then enter facility code # 4508267
- b) Please notify Human Resources of services ordered and rendered with the date and time of services and the name of the patient (form attached)
- c) Sign Language Interpreters are also available on laptops via video remote interpreter services.

5. Hearing Impaired

A telephone for hearing impaired individuals (T.D.D. phone) is located in the Emergency Room to access service call 1-800-735-2929.

The House Supervisor at the Main Campus will coordinate use of the T.D.D. phone for Rehab Hospital Staff.

Use of a communication board or a willing family member may help with communication.

Procedure:

- a) All hearing impaired patients will receive a copy of Notice to Deaf and Hearing-Impaired patients as part of the admitting packet (attachment A). This notice should be placed in the patient's medical record.
- b) Hearing impaired patients will be provided with blank paper and pen at bedside.
- c) All staff (nursing and clinical ancillary departments) needs to be well versed on alternative communication methods and location of auxiliary aids.

6. Visually Impaired

CRMC staff will communicate the content of written materials concerning benefits, services, waiver of rights, and consent to treat forms by reading them out loud to visually impaired persons.

Persons who are uncomfortable with staff members reading documents to them may have a friend or family member complete this task, as long as an employee remains at the patient's side and is available to answer all questions.

7. Patients Who Lack the Ability to Use A Standard Call Light

- a. The "Soft Touch Call Light System" will be provided to the patient. This is an air activated geriatric call cord.

These call lights are available through the Engineering Department, and are to be returned to that department when the patient has been discharged. The Engineering work order process is used to notify the Engineering Department.

8. Speech Impairments

1. The patient will be provided with pen and paper at the bedside.

Documentation of Language and/or Communication Assistance

V. References:

VI. Attachments:

1. Telephone Interpreter Instructions
2. Video Remote Interpreter via laptop instructions
3. Notice to Deaf and Hearing Impaired Patients Form



CALL TOLL FREE 1-877-274-9745

- ❑ When prompted, please enter your 7 digit access code:
- ❑ When greeted by a coordinator please provide your:
 1. **Department/Unit**
 2. **Caller's Last Name and First Name**
 3. **Medical Record Number**
- ❑ Request the language that you need assistance with.
- ❑ Hold momentarily while your interpreter is connected.
- ❑ The coordinator will inform you that the interpreter is now "on the line", and give you the interpreter's ID number.
- ❑ Explain the objective of the call to the interpreter. Then proceed by speaking directly to the non-English speaker in the first person.
Example: "What is your name?" NOT "Ask her what her name is."
- ❑ Upon completion of the call, all parties should simply hang up. Your time will be automatically recorded.



INTERPRETALK®
Interpreting by telephone

Access Code

4508267

IF YOU NEED AN INTERPRETER, PLEASE POINT TO YOUR LANGUAGE



Albanian: Shqip

Nëse keni nevojë për përkthyes, tregoni gjuhën tuaj.

Armenian: Հայերեն

Եթե քեզ քարտեզանքնելիս կարելի ունենի, խնդրում եմ անունակերպ ձեր լեզուն:

Cambodian: ខ្មែរ

បើអស់លោកត្រូវការអ្នកបកប្រែ សូមមេត្តាទៅកាន់ភាសារបស់ខ្លួន

Dutch: Nederlands

Als u een tolk nodig hebt, wijs dan uw taal aan.

Finnish: Suomi

Jos tarvitset tulkin, osoita haluamaasi kielivalintaa.

German: Deutsch

Bitte zeigen Sie auf Ihre Sprache, wenn Sie einen Dolmetscher brauchen.

Gujarati: ગુજરાતી

જો તમને ભાષાભેદકર્તાની જરૂર હોય તો તમારી ભાષા તરફ સૂચવો.

Hebrew: עברית

אם הנכם זקוקים לתרגום, הצביעו על השפה שלכם.

Hmong: Hmoob

Yog koj xav tau tus neeg pes lus, taw tes rau koj yam lus.

Ibo: Ibo

Oburu na ichoro onye nkowa okwu, tuo aka na asusu gi

Japanese: 日本語

通訳をお捜しの場合、必要な言語を指し示してください。

Laotian: ພາສາລາວ

ຖ້າທ່ານຕ້ອງການປະທັບພາສາລາວ ຈົ່ງຊີ້ໃສ່ພາສາທີ່ທ່ານຕ້ອງການ

Norwegian: Norsk

Pek på ditt språk hvis du trenger hjelp av en oversetter.

Portuguese: Português

Se precisa de um intérprete aponte para o nome da língua que fala.

Romanian: Română

Daca aveti nevoie de un interpret, va rugam indicati catre limba vorbita

Serbian: Српски

Ako vam je potreban prevodilac, označite vaš jezik.

Spanish: Español

Si necesita un intérprete, señale su idioma.

Tagalog: Tagalog

Kung kailangan ninyo ng interpreter o tagasalin, ituro ang inyong wika.

Thai: ไทย

หากท่านต้องการล่าม กรุณาชี้ที่ภาษาของท่าน

Yiddish: אידיש

אויב איר נויטיגט זיך אין א דאלמעטשער, ביטע צייגט אן אייער שפראך

Arabic: عربي

إذا كنت في حاجة إلى مترجم، أشر إلى اللغة المطلوبة

Bosnian: Bosanski

Ako vam je potreban prevodilac, označite vas jezik.

Croatian: Hrvatski

Ako vam je potreban prevodilac, označite vas jezik.

Farsi: فارسي

اگر به مترجم احتیاج دارید لطفاً با انگشت زبان خود را نشان دهید.

French: Français

Si vous avez besoin d'un interprète, indiquez votre langue.

Greek: Ελληνικά

Εάν χρειάζεστε διερμηνέα, παρακαλώ δείξτε τη γλώσσα σας.

Haitian Creole: Kreyòl Ayisyen

Si w bezwen yon entèprèt, montre ki lang ou pale.

Hindi: हिन्दी

यदि आप को भाषा अनुवादक की आवश्यकता हो, तो अपनी भाषा की ओर इशारा करें।

Hungarian: Magyar

Ha tolmácsra van szüksége, mutasson anyanyelvére.

Italian: Italiano

Se avete bisogno di un interprete, puntate alla vostra lingua.

Korean: 한국어

통역서비스가 필요한 언어를 선택하십시오.

Latvian: Latviešu

Ja Jums ir vajadzīgs tulks, lūdzu, norādiet Jūsu valodu.

Polish: Polski

Jeśli potrzebują Państwo tłumacza, proszę wskazać na swój język.

Punjabi: ਪੰਜਾਬੀ

ਜੇ ਤੁਹਾਨੂੰ ਇੱਕ ਦੁਬਾਰੀਏ ਦੀ ਲੋੜ ਹੈ, ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ ਆਪਣੀ ਭਾਸ਼ਾ ਵਲ ਸੰਕੇਤ ਕਰੋ।

Russian: Русский

Если Вам нужен переводчик, укажите свой язык.

Somali: Soomaali

Hadaad u baahan tahay qof kuu turjuma, tilmaamo luqadaada.

Swedish: Svenska

Om du behöver tolk, var god peka på ditt språk.

Tamil: தமிழ்

மொழிபெயர்ப்பு தேவையென்றால் தங்களின் மொழியைக் குறிப்பிடவும்.

Vietnamese: Tiếng Việt

Nếu cần thông dịch viên xin hãy chỉ vào ngôn ngữ của quý vị.

Yoruba: Ede Yoruba

Ti o ba nilo ogbufo, jowo toka si ede re

	Simplified Chinese	Traditional Chinese
Cantonese	粵語	粵語
Chaochow	潮州話	潮州話
Fukienese	福建話	福建話
Fuzhou	福州話	福州話
Mandarin	普通話	國語
Shanghai	上海話	上海話
Taiwanese	台灣話	台語
Toishanese	台山話	台山話
Ning Po	寧波話	寧波話
	如果您需要译员, 请指向您的语言。	如果您需要譯員, 請指向您的語言。





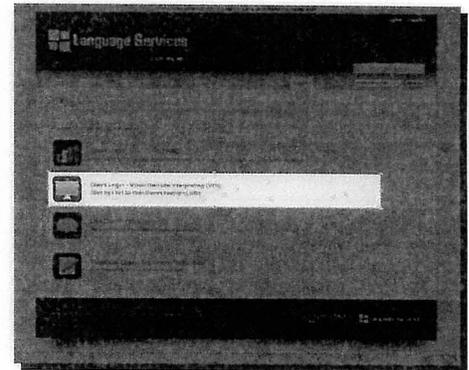
“One Moment Please” Tool

How to Say, “One Moment Please” in Eighteen Common Languages

Language:	Written in Language	Phonetic Pronunciation
Albanian:	Nje minutë ju lutem.	nee-yeh mee-noo-teh you loo-tem
Arabic:	دقيقة من فضلك	dakika meen fahdlock (masculine) dakika meen fahdlick (feminine)
Chinese:	请稍候	ching show hoe
French:	Un moment s'il vous plaît.	uhn moe-mon seal-voe-play
German:	Einen Moment bitte.	eye-nen moment bee-teh
Gujarati:	મેહરબાની કરીને એક પળ થોભશો.	meherbani kariné ek pul thobso
Haitian Creole:	Tanpri tann yon ti moman.	tan-pree tan yaw tee moe-maw
Hindi:	कृपया एक पल प्रतीक्षा करें	kreepya ek pal prateeksha karen
Italian:	Un momento per favore.	oon moe-mento pair fah-vore-ay
Japanese:	少々お待ちください。	shosho omachi kudasai
Korean:	잠깐 기다리세요	jam-kan ki-da-ri-se-yo
Polish:	Moment, proszę.	moment prosheh
Portuguese:	Um momento, por favor.	um moe-mento, poor fah-vor
Russian:	Подождите, пожалуйста.	padazhdite, pazhalusta
Spanish:	Un momento por favor.	oon moe-mento poor fah-vor
Swahili:	Subiri kidogo	soo-bee-re key-dough-go
Tamil:	தயவு செய்து ஒரு நிமிடம்	dye-ya-vu seydu oru nimi-dom
Vietnamese:	Xin chờ một chút	sin char moe-chew

1

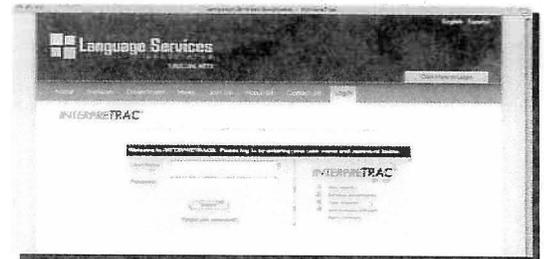
Log onto the LSA website at <http://www.LSAweb.com/login.php>
Click Client Login - Video Remote Interpreting (VRI).



2

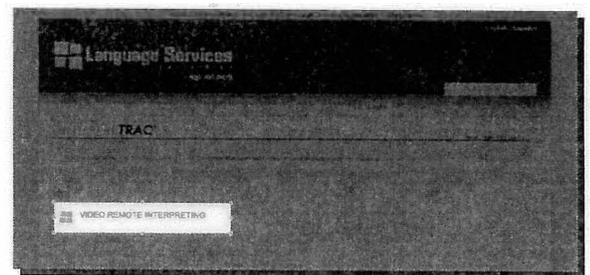
Sign in with your username and password.

Username: CRMC
Password: CRMC



3

Click on the VIDEO REMOTE INTERPRETING link.



4

Next, enter the appropriate information in the fields displayed and click Get Interpreter.

INTERPRETRAC > VIDEO REMOTE INTERPRETING

Welcome to the video remote interpreting service provided by LSA. Please enter the following information.

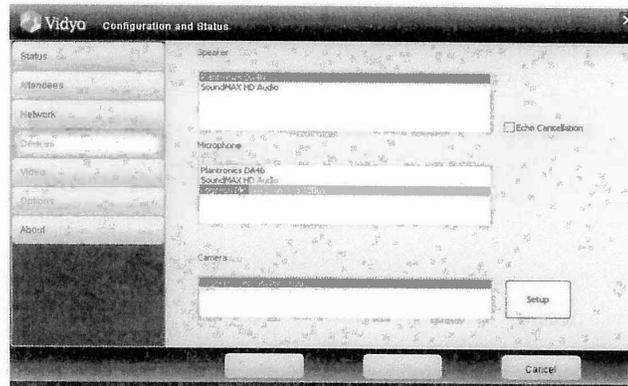
Caller's Name	<input type="text"/>
Language	<input type="text" value="American Sign Language"/>
<input type="button" value="Get Interpreter"/>	



5

Once connected, the “Configuration and Status” window will appear *. Confirm the proper devices are selected for your system and click the Apply button.

**This window appears automatically the first time you use the application or when you add or remove AV hardware from the computer.*



6

Next you will see the main LSA VRI window. You are now connected to an interpreter and may begin the interpretation. See the last page of this guide for a description of the toolbar buttons.

Once the interpretation is complete, click the Disconnect button at top right to end the session.



7

Once the session has ended, details of the interpretation are automatically displayed. You may also begin a new interpretation by clicking Start a new session.

INTERPRETRAC > VIDEO REMOTE INTERPRETING

The VRI call has ended.

Language	Interpreter ID	Service Start	Service End	Duration
American Sign Language	000000	04:19:42 PM	04:19:57 PM	00:00:14

Start a new session

Important Note - All technical issues and concerns should be reported to your internal IT help desk.

Toolbar Button Descriptions



Change screen layout (only functions with 3+ participants)



Full screen mode



Share an application window with other participants



Toggle among shared application windows



Turn on/off Self-view (the ability to see yourself), including Picture-in-Picture (PiP)



Speaker volume-up/down and muted



Microphone volume-up/down and muted



Privacy (turns your camera off and on)



Dialpad for calls to legacy and voice (telephone) endpoints (via VidyoGateway™)



Configuration

