**PURPOSE:**  Establishes policy and procedures for the provision of interpreter services within Scripps for patients with limited English proficiency, and/or deaf or hard-of-hearing.

I.   **DEFINITIONS**

   A.  **Hearing-Impaired:**   A hearing-impaired individual has difficulty hearing and/or discriminating oral conversation either in a face-to-face situation or over the telephone.

   B.  **Limited English Proficiency (LEP):**  A limited ability or inability to speak, read, write, or understand the English language at a level that permits the person to interact effectively with health care providers or **social** service agencies.

   C.  **Interpreters:**

      1.  **General Information:**  Limited to activities such as providing directions, obtaining demographic information, social/conversational content, and/or assisting patients with basic daily activities, and comfort.  Staff or patient-designated family/friends are able to assist with patient communication by providing language or sign language assistance.

      2.  **Medical Information:**  Qualified persons able to interpret medical information, care, treatment, medical decision making, etc.  Refer to *Interpreter Quick Reference* for available services:

         a.  Scripps Friendly Voices Interpreters:   Qualified staff interpreters who have professionally validated to interpret medical information.

         b.  Language Interpreter Service:   Language/interpretation services vendor telephone or tablets.

         c.  American Sign Language (ASL):  CyraCom tablets or other contracted provider.

         d.  TDD/TTY – Telecommunication Device for the Deaf (TDD)/Teletypewriter (TTY): A small typewriter-style instrument that allows for direct telephone call access without the need for interpretation.

II.  **POLICY**

   A.  Scripps provides qualified medical information "interpreters" at no cost to patients whenever a language or communication barrier exists.  Interpreter services are available on the premises or accessible by phone or tablet 24 hours a day, seven days a week. Written materials containing standard information will be available for each eligible Limited English Proficient (LEP) language group that constitutes 5 percent of the patient population served.

   B.  The patient's preferred language for discussing/receiving medical communication will be documented in the electronic registration system for communication to staff.

   C.  Staff will utilize interpreter services when providing "critical medical communications" to the patient.  Physicians are encouraged to access interpreter services at any time to support patient communication and are encouraged to utilize system SmartPhrase or include interpreter information when completing notes.  Communications considered "critical", or medical in nature, generally include, but may not be limited to:

      1.  Consent and/or acknowledgment of informational discussion

      2.  Advance directive discussion

      3.  Resuscitation discussion

4. Explaining any diagnosis and plan for medical treatment
5. Explaining any medical procedures, tests, or surgeries
6. Initial and discharge medication education including potential side effects
7. Patient complaints
8. Discharge instructions

D. Patients may, after being informed of the availability of qualified interpreters at no charge, select an individual of their choice to assist with their communication needs. Patient's *refusal* of a Scripps interpreter service should be documented in the medical record and include the name of the individual that the patient selected to perform interpretation. If at any time staff is concerned about a communication barrier with the interpreter selected by the patient, staff may access an approved Scripps medical information interpreter to provide further assistance (see **DEFINITIONS**).

E. Notices advising patients and families of the availability of interpreter services, procedures for obtaining assistance, and filing complaints are displayed in public areas on the Patient Rights posters, Patient Rights and Responsibilities handouts and Scripps.org website.

F. Patient complaints and concerns must be directed to the manager of the unit who can take immediate action through the procedures for patient complaints/grievances. Refer to Complaint/Grievance Process, Patient; S-FW-RI-0013

G. General information on interpreter services will be provided in New Employee Orientation and department/committee meetings. Physicians receive information at their medical staff initial appointment and reappointment.

H. All staff are responsible for validating and updating the patient's preferred language for receiving/discussing medical care at all stages of the care continuum.

## III. PERSONNEL

All Scripps personnel, physicians, and clinical contracted services (i.e., dialysis).

## IV. PROCEDURES

A. Upon first encounter (registration, check-in), personnel will identify the patient's preferred language for discussing/receiving medical information and:
1. Document in the medical record and on the patient's identification wristband.
2. At the direction of the patient, as necessary, update the language designation.

B. Engage an interpreter, as needed, to provide an explanation regarding the difference between interpreters for medical information communication and general information. Establish a mutually acceptable plan for when interpreter services are required and how they will be accessed throughout the patient's visit/stay. If necessary, notify the charge nurse or nursing supervisor to assist in establishing a communication plan that includes appropriate resources and availability. Contact additional resources to assist with a patient communication plan, such as the operations supervisor, clinical risk specialist or designee, patient relations coordinator, etc.

C. Obtain the appropriate interpretation service:
1. **Medical Information Interpreters:** Obtain an interpreter from the contracted telephone/tablet interpreter service or from Scripps Friendly Voices interpreter staff who are qualified to interpret medical information (See Scripps Language Services website).
2. **General Information Interpreters:**

      a. Staff with general language skills may be utilized to provide basic information such as providing directions, obtaining specific demographic information, social/conversational content, and/or assisting patients with basic daily activities and comfort.

      b. Contracted telephone/tablet interpreter service or qualified Scripps Friendly Voices interpreter staff may be utilized, as needed, for general information.

D. Clinical staff must document the use of all interpreter services for medical information, in the patient's medical record.

    1. Type of interpreter resource used,

    2. Interpreter's name and/or id number,

    3. Type of information interpreted.

E. Employees serving as qualified medical information interpreters (list available on ScrippsConnect.org – Language Services page):

    1. If the individual selected on the interpreter list is an employee at work with an assignment, contact the employee's supervisor and provide the following:

      a. Patient's name and nature of the interpretation needed

      b. The language capability needed

      c. When the service is needed (date/time)

      d. Location and approximate length of time the interpreter will be needed.

      e. The person to whom the interpreter should report.

    2. If the employee is unavailable, proceed with accessing the telephone or tablet interpreter service.

## V.    RELATED FORMS

A. Patient Rights Handout (one page); 100-8720-844SW, 100-8720-845SW (Spanish)

B. Your Hospital Stay and Caring for You 100-8720-206SW, 100-8720-207SW (Spanish)

C. Language Interpretation Services, Patient Notification; 100-NS8720-071SW

## VI.    RELATED PRACTICE DOCUMENTS

A. Complaint/Grievance Process, Patient; S-FW-RI-0013

B. Access To Scripps Care and Services, Patient Rights and Responsibilities; S-FW-RI-0010

## VII.    ATTACHMENTS

A. Interpreter Services (Language and Hearing) Quick Reference; 100-NS8560-001

B. CyraCom Feedback Form / Interpreter Services Feedback Process (sharepoint.com)

## VIII.    REFERENCES

A. 45 CFR 84.52 (c) and (d)

B. Section 504 of Rehabilitation Act of 1973

C. Title VI of Civil Rights Act of 1964

D. Section 1259, California Health & Safety Code

E. Joint Commission Hospital Accreditation Standards (HR, PC, and RI chapters)

## IX. SUPERSEDED

Interpreter Services, Language and Hearing; S-FW-RI-0007, 12/22

| Document Chronology | | |
|---|---|---|
| **Original: 08/99** | **Revised: 09/14, 07/15, 06/16, 03/19, 01/22, 11/23** | **Reviewed: 02/17, 03/18, 02/20, 12/20, 12/22** |
| Development Summary | | |
| **11/23 Revised:** No change in practice, minor clarifications. | | |

# Interpreter Services (Language and Hearing) Quick Reference

## *Language Service*

| Resource | Contact |
|---|---|
| ***Scripps Friendly Voices Interpreters***: On-site qualified staff for medical interpretation | • Go to Scripps Connect<br>  1. Under the heading "Quick Links", click "See All Tools & Apps".<br>  2. Scroll down (alphabetical order) until you find "Interpreters / Language Services (Friendly Voices)". Click and open.<br>• Contact Operations Supervisor (OS) for further assistance |
| **Resource** | **Contact** |
| **Scripps IS Support**<br>• For iPad connection, network issues or error messages | • Scripps Intranet > See All Tools and Apps > IS Service Portal |
| **Resource** | **Contact** |
| ***CyraCom Language Service*** (over 200 languages available) | • Available 7 days/ week, 24 hours/ day |
|  | **Interpretation Support and Feedback** |
|  | ***CyraCom Language Service***<br>To determine patient's language, record interpreter experience, FAQ:<br>• Call 1-800-481-3289<br>• Online https://support.cyracom.com/clientfeedback<br>• Email support@cyracom.com<br>• Live Chat https://start.cyracom.com/contact<br>• Live Call Press "0" during interpretation session<br>• Client Support FAQ https://support.cyracom.com/blue<br><br>***Required Information when submitting feedback:***<br>• Specific event details<br>• Facility & contacts name, phone, email<br>• Date & approximate time<br>• Language<br>• Interpreter ID #<br>• Account & PIN/Call Origin |

## *Hearing – Sign Language*

| Primary Resource for American Sign Language (ASL) Service | | | |
|---|---|---|---|
| *CyraCom ASL Service:*  Access this service using the mobile tablets that are available in your department.  If a tablet is not available, please contact a Department Manager or Operations Supervisor to assist. | | | |
| **Secondary Resource for ASL Services (In-person Interpreting):**<br>• *Contact a Department Manager or OS to assist with obtaining a service*<br>• *Provide agency with cost center* | | | |
| *Availability (Day)* | *Time* | *Organization* | *Phone Number* |
| 7 days/week | 24 hrs./day | Deaf Community Services | 619-398-2441 |
| 7 days/week | 24 hrs./day | Network Interpreting Services | 800-284-1043 |

## *Telecommunication Device – Teletypewriter Device*

| Device | Phone Numbers |
|---|---|
| TDD and phones with amplifier devices/volume enhancers are available through Ops Supervisor or patients may bring their own device. | From TDD:  CA Relay Service, call 711 or 1-877-735-2929<br><br>From TDD:  CA Relay Service, (Spanish), call 1-888-877-5381<br><br>If no TTD device:  CA Relay Service, call 1-800-676-3777 |

## Patient Language Codes and Meanings

| CODE | MEANING | | CODE | MEANING | | CODE | MEANING |
|---|---|---|---|---|---|---|---|
| AMH | Amharic | | IND | Indonesian | | SMO | Samoan |
| ARA | Arabic | | ITA | Italian | | SPA | Spanish |
| ARM | Armenian | | IUM | Mien (IU Mien) | | SRP | Serbian |
| CFF | French Creole | | JPN | Japanese | | SWA | Swahili |
| CHI | Chinese | | KOR | Korean | | TEL | Telugu |
| CMN | Mandarin | | LAO | Laotian | | TGL | Tagalog |
| ENG | English | | MON | Mon-Khmer | | THA | Thai |
| FRE | French | | NAV | Navaho | | TON | Tonga |
| GER | German | | OTH | Other | | UKR | Ukrainian |
| GRE | Greek | | PAN | Panjabi (Punjab) | | UNK | Unknown |
| GUJ | Gujarati | | PER | Persian | | URD | Urdu |
| HEB | Hebrew | | PES | Farsi | | VIE | Vietnamese |
| HIN | Hindi | | POL | Polish | | YID | Yiddish |
| HMN | Hmong | | POR | Portuguese | | YOR | Yoruba |
| HUN | Hungarian | | RUS | Russian | | YUE | Cantonese (Yue) |
| ILO | Ilocano (Iloko) | | SGN | Sign Language | | | |

# Feedback Process

✕cyracom
INTERNATIONAL INC.

## Commendations and Critiques

Our feedback collection process is ISO 9001:2015 accredited and audited. We welcome commendations and critiques from clients for any aspect of our service, including interpreter performance on specific calls.

## Critique Acknowledgement and the Investigative Process

Client Service Representatives (CSRs) log all feedback submitted by our clients – critiques and commendations. Every critique receives prompt managerial attention that we thoroughly investigate and document in a written report, which we communicate to the client within two business days.

As soon as the CSR logs a critique, CyraCom launches an investigative process to reach a corrective solution. The process includes:

- Acknowledge receipt of the feedback within 24 hours.
- Review the feedback and categorize the severity of the situation.
- Management investigates by looking at call logs, conducting interpreter interviews, consulting systems
- analysts, and/or telecommunication providers.
- Analyze all pertinent information to determine appropriate resolution.
- Submit in writing the results of the investigation and include next steps to resolve the issue.
- Provide a formal response to the client's primary contact within 48 hours.

## How to Submit Feedback

Clients may contact CyraCom's Client Services at any time before, during, or after an interpreter call via one of the following options:

**1** *Through an online form at*
*https://support.cyracom.com/clientfeedback*

**2** *Call us at: (800) 481-3289*

**3** *Email: support@cyracom.com*

**4** *Live-chat via the CyraCom website*

**5** *Press '0' at anytime during an interpretation session to speak to Client Services*

## Required Information

When submitting feedback – either by phone or online – we ask clients to be as specific as possible about the interpreter session.

Please include the information listed below:

- Facility & contact's name, phone and email
- Date and approximate time
- Language
- Interpreter ID #
- Account & PIN, or location where call originated
- Specific event details

Learn more at **www.cyracom.com**
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9001:2015 • 13611:2014
17100:2015 • 27001:2013
13485:2016 – Translation

**ISO** Quality