

JUVENILE COURT HEALTH SERVICES

Subject: INTERPRETER SERVICES	Original Issue Date: 3/20/2014	Policy #: B-108
	Supersedes: 5/8/2021	Effective Date: 2/4/2022
Departments Consulted: Medicine Nursing	Approved By: (Signature on File) Health Services Administrator (Signature on File) Nursing Director	Approved by: (Signature on File) Medical Director

PURPOSE

To provide guidelines so that language is not a barrier to communication between JCHS staff and patients, family members, or guardians.

POLICY

During the youth orientation done during nursing intake, nursing will educate the youth that they may request an interpreter at any time they feel that they need assistance.

When a JCHS staff member who is a certified bilingual interpreter for the needed language is not available, a contracted interpreter service will be used for assistance.

A youth shall not be used as an interpreter.

The contracted service offers language assistance in over 200 languages, and all interpreters are HIPAA-certified.

PROCEDURE

- If a youth or a family member/guardian with whom JCHS staff need to communicate does not speak English or a language for which an available staff member is certified to interpret, the staff member will utilize the County-approved Interpreter Services for assistance.
- Staff will call JCHS' access phone number: 1-844-278-9803. This number is only to be used by a JCHS staff member.
- Operator will ask for the site from which the staff is calling. Staff will clearly respond with the name of the facility.
- Staff will be asked to state their name, the patient's name, the patient's PDJ number, and (if applicable) the name of the third party being called.
- Staff must document in a clinical note the first name and ID of the interpreter, and the phone number given (if applicable) to reach the family member/guardian. The note must include a summary of the call.

JUVENILE COURT HEALTH SERVICES POLICY

Subject: INTERPRETER SERVICES	Effective Date: 2/4/2022	Policy # B-108
	Medical Director's Initials: (Signature on File)	

- If needed by a youth, Probation will provide a sign language interpreter.
- JCHS Administrator will review utilization and billing for all interpreter services.

AUTHORITY

California Code of Regulations, Title 15, Article 8, Section 1407

REFERENCE

NCCHC Standard Y-A-09

DHS Policy No. 318

REVIEW DATES

March 20, 2014; November 16, 2017; November 26, 2019; May 8, 2021; February 4, 2022

JUVENILE COURT HEALTH SERVICES POLICY

Page	2	Of	2
Effective Date:		Policy #	
2/4/2022		B-108	
Medical Director's Initials: (Signature on File)			

Subject:
INTERPRETER SERVICES

--