

**MARTIN LUTHER KING, JR.  
OUTPATIENT CENTER  
POLICY**

<b>DIVISION:</b> PATIENT CARE SERVICES	<b>NUMBER:</b> 6.302
<b>SUBJECT:</b> INTERPRETER SERVICE FOR THE HEARING IMPAIRED	
<b>SECTION:</b> PATIENT RIGHTS	<b>PAGE:</b> 1 <b>OF:</b> 2
<b>REVIEWED BY:</b> PATIENT ADVOCATE, POLICY AND PROCEDURE COMMITTEE, AND EXECUTIVE LEADERSHIP	<b>EFFECTIVE DATE:</b> 07/28/2009
<b>TO BE PERFORMED BY:</b> APPLICABLE STAFF	<b>REVISION DATE:</b> 11/2014, 7/30/15, 4/20/16 <b>REVIEWED DATE:</b> 12/08/2009

**PURPOSE**

To ensure that patients who are deaf or have hearing and/or speech loss have linguistic access to the American Sign Language interpreter service and auxiliary aids as appropriate.

**POLICY**

Interpreter services shall be available to all members who have hearing and/or speech impairments with ability to provide access to American Sign Language, Tactile interpreters (Providing hand-on hand signing and fingerspelling for the individuals with little or no vision) and TTY/TDD services free of charge.

It is the responsibility of the facility to provide this service. A family member or friend may be used only if requested by the patient. If a patient insists on using a family member or a friend to interpret the required medical information and the informed consent, a qualified interpreter provided by the facility will still be utilized to ensure that an accurate rendering of the information is offered to the patient. The use of a family member or friend as an interpreter shall be documented in the patient's medical record. **Minors (18 years or younger) may not be used as interpreters.**

**PROCEDURE**

**I. ACCESSING AMERICAN SIGN LANGUAGE SERVICES**

- A. Utilize staff in your service area that is proficient in American Sign Language, if applicable. Each service should have a method of identifying sign language interpreters in their area.
- B. If an American Sign Language staff member is not available within the facility, contact either the Patient Advocate's office or the facility operator for the phone number of Interpreter Services.
- C. After regular business hours and on weekends and holidays, this contact information can be obtained on the Intranet or by calling the facility telephone operator.

**II. MEDICAL RECORD DOCUMENTATION**

- A. When a sign language interpreter is used, the patient care provider shall document in the patient's medical record the following:
  - 1. Name of interpreter
  - 2. His/her title

3. When appropriate, his/her relation to patient

**III. TTY/TDD PHONE MACHINES**

A. Teletypewriter/Telecommunications devices for the deaf/hearing impaired are available as listed below:

A TTY/TDD machine is located in the Member Services Office, MLK-OPC Medical Home, and ASC consultation room.

**NOTED AND APPROVED:**

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Cynthia M. Oliver, Chief Executive Officer

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Date

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Ellen Rothman, M.D., Chief Medical Officer

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Date

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Lessie Barber, R.N., Assistant Nursing Director

\_\_\_\_\_  
Date

Signature(s) on File.

<b>REVIEWED:</b>	12/08/2009	07/30/2015				
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Approved 4/20/2016