



Department of Pharmacy POLICY AND PROCEDURE

POLICY NUMBER: 1029
VERSION: 2

SUBJECT: Patient Communication

PURPOSE:

To ensure patients with limited or no English proficiency clearly understands pharmacy labels and/or medication related consultations

POLICY:

During prescription pick-up and drop-off signs are posted at each window in order to help determine a patient's native language. With this information pharmacy staff and pharmacist shall ensure proper interpretive services are available to these patients. The use of a third-party interpretive service shall be utilized if no pharmacy staff is available that is certified to translate in patients preferred language. Wireless phones are available in the pharmacy for patient use of interpretive support services (see procedures below). Certification for interpretive services shall be handled by human resources department.

PROCEDURES:

For Third- party Interpretive Services:

1. From a pharmacy landline dial the labeled extension on the wireless phone.
2. After receiving the phone call on the wireless phone, hand the wireless phone to patient.
3. On the pharmacy landline hit "more" soft key and select "conf" to place the conference call.
4. Dial the interpretive services phone number from landline phone and connect with an interpreter.
5. Select "conf" soft key to connect the wireless phone to the conference call.

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Approved By: Romina Panoussi (PHARMACY SERVICES CHIEF II)	
Date: 10/15/2014	Original Date: 06/09/2014
Reviewed: 10/15/2014	Next Review Date: 10/15/2015
Supersedes:	