

**OLIVE VIEW-UCLA MEDICAL CENTER
POLICY & PROCEDURE**

NUMBER: 172

VERSION: 3

SUBJECT/TITLE: LANGUAGE INTERPRETATION

POLICY: Olive View-UCLA Medical Center shall provide Healthcare Interpreter Services in spoken as well as sign languages, when a patient is Limited English Proficient (LEP), Non-English speaker, hard of hearing or is hearing impaired. These services are offered free of charge to our patients and are to be used in order to assist in the effective communication with our patients and/or families. Healthcare Interpreter Services will be made available on the premises, via various methods, including telephones or a Video Medical Interpreter (VMI) 24 hours a day, 7 days a week.

PURPOSE: To ensure compliance with regulatory requirements that protect the patient's right to access basic health care when they are limited in communication by a language barrier, a hearing impairment or disability

DEPARTMENTS: All

PROCEDURE: Olive View-UCLA Medical Center staff will identify the languages of the LEP patient in one of the following methods, 1) Hospital Electronic Medical Record System: ORCHID 2) "Point to Your Language" card or 3) language interpretation rights poster. The "preferred language for discussing health care" is collected and updated in the Electronic Medical Record system by registration staff and other staff performing patient registry. This information is located in the Patient Demographic section of the Electronic Medical Record.

If a clinical team member(s) of the patient's team are bilingual and speak the patient's preferred language, no interpreter is necessary. The bilingual clinician will communicate directly with the patient in the preferred language and document the language used in the encounter in the medical record.

When interpretation is necessary:

1. Healthcare Interpreter Network (HCIN) provides interpretation by certified interpreters in 240 spoken languages through two services:
 - a. Video Medical Interpreting Unit (VMI). VMI units are available in patient care areas.
 - b. Telephone. Dial 7-3298 from any in-house phone to be connected to a certified healthcare interpreter.
2. Patients with hearing impairment - utilize the VMI Unit (telephone not

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available) to access American Sign Language. Arrangements for an in-person sign language interpreter may also be made in advance of a scheduled appointment (with >14 days prior notice) through Supply Chain GHX system.

3. Request assistance from a bilingual employee working in the immediate area to interpret basic medical information. Bilingual staff from other areas should only be utilized in emergency situations.

If interpretation is needed, encounters involving complex medical issues such as informed consents and end of life discussions must be conducted in the patient's preferred language via:

- HCIN VMI units
- HCIN telephone interpretation
- In-House certified Spanish interpreter (available at 7-3411)

The mechanism of any non-English communication shall be documented in the medical record, including the interpreter ID# (for VMI, telephone interpretation, and in-person interpretation). The language used should also be documented.

It is the responsibility of the Medical Center to provide interpreter services. Patients are not required or expected to use family members or friends as interpreters. The use of a family member or friend may result in breach of confidentiality and/or reluctance of a patient to reveal personal information critical to medical care. A family member or friend may be used for both basic and complex medical issues (including end of life and informed consent discussions) if specifically requested by the patient or in emergency circumstances. However, most emergency circumstances are best managed using the in-person, telephone, or VMI Unit interpretation services. Refusal of an interpreter and the use of a family member or friend as interpreter shall be documented in the patient's medical record. Minors (17 years or younger) may not be used as interpreters.

Patients have a right to free, timely interpreter services and every reasonable effort will be made to minimize wait times for interpreter services.

For consultation or assistance during regular business hours you may call 747-210-3411 to speak with the certified medical interpreter/translator at our facility.

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References: Centers for Medicare and Medicaid Services Conditions of Participation §483.10 (b), California Code of Regulations Title 22 §70721, California Health and Safety Code Section 1259, Knox-Keene Act §1367.04, Joint Commission Standards Provision of Care (PC).02.02.21 and Rights of the Individual (RI) .01.01.03	
Approved by: Bonnie Bilitch (Chief Nursing Officer), Judith Maass (Chief Executive Officer), Shannon Thyne (Chief Medical Officer)	Date: 06/18/2018
Review Date: 03/96, 03/99, 02/02, 03/05, 6/24/16, 06/18/2018	Revision Date: 07/92, 02/02, 12/07, 05/16,07/17
Next Review Date: 06/18/2021	
Distribution: Olive View Hospital-Wide Policies	
Original Date: 07/01/1992	