



LOMA LINDA
UNIVERSITY
MEDICAL CENTER

LOMA LINDA UNIVERSITY MEDICAL CENTER

OPERATING POLICY

CATEGORY:	CLINICAL MANAGEMENT	CODE:	M-113
SUBJECT:	COMMUNICATION WITH PATIENTS WHO HAVE LIMITED ENGLISH PROFICIENCY AND/OR ARE HEARING, SPEECH, OR VISION IMPAIRED	EFFECTIVE:	09/2018
		REPLACES:	12/2015
		PAGE:	1 of 3

General Principle: Patients and surrogate decision-makers must be able to understand what they are being asked to authorize, whether it is agreement to the general terms and conditions of the hospitalization, to give and/or receive important medical information, or to give informed consent for a surgical or other procedure. Healthcare information must be communicated plainly in a language or mode that can be understood by the patient or surrogate decision-maker.

Definition:

Interpretation: For the purpose of this policy, interpretation is the use of a third party to facilitate accurate communication between two or more individuals.

1. Interpreting/communication services shall be made available at no charge to all individuals requiring interpreter services to facilitate communication. Language interpreter services shall be available regardless of area where service is provided. This shall include:
 - 1.1 Limited English Proficiency (LEP)
 - 1.2 Hearing impaired/Deaf
 - 1.3 Speech impaired
 - 1.4 Vision impaired
2. Patients shall not be required to bring their own interpreters. LLUMC staff shall notify LEP, vision impaired, and hearing impaired/deaf patients that services will be provided at no charge.
 - 2.1 Using family members or friends as interpreters is strongly discouraged. However, patients who voluntarily express a preference to provide their own interpreters shall be permitted to do so, as long as it does not compromise the effectiveness of their services or violate patient confidentiality, and only after it has been made clear to the patient that a professional interpreter is available at no cost to them. This offer to the patient and the response shall be documented in the patient's medical record. If a patient chooses to use a

family member or friend as an interpreter issues of competency of interpretation, confidentiality, privacy and conflict of interest will be considered, and the request documented in the patient's medical record. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided to the patient. Children and other patients will not be used to interpret in order to ensure confidentiality of information and accurate communication.

2.2 For interpretations of medical information, consent, surgical or other procedure, etc., if the patient's own interpreter is used a qualified interpreter provided by LLUMC shall be present whenever possible to validate such interpretation. If an LLUMC-provided interpreter is not available, the Language Line may be used.

3. LLUMC staff shall be oriented to these requirements, as defined by legislative and regulatory agencies.

4. The Language Services Department shall arrange for translation of written materials. This includes patient education materials, institutional forms, hospital signage, letters to patients, etc.

5. Direct and indirect patient care providers shall be responsible for obtaining interpreter services twenty-four hours a day, seven days a week by one of the following methods:

5.1 Contacting the Spanish/American Sign Language (ASL) in-house professional interpreter
a. Interpretation may be in person or Language Line Audio/Language Line Insight Video Interpretation.

5.2 Using the Language Line service in situations when timely service cannot be obtained from the in-house professional interpreters or when another language is needed.
a. Interpretation may be via phone or video conferencing (e.g., Language Line Insight Video Interpretation)).

5.3 Using bilingual authorized staff/employees with demonstrated competency in the patient's native language to speak directly with the patient in that language or to provide interpretation (see #6 below).

NOTE: An employee without demonstrated competency shall not be used when the interpretation involves medical condition, medical or other procedural issues, or consent issues.

a. Interpreter services provided to the patient shall be properly documented in the appropriate consent form prior to the performance of the procedure for which the consent was obtained.

5.4 Using their bilingual staff for ordinary conversational interpretations.

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- 5.5 Providing the telephone device for the deaf (TDD) phone.
6. Authorized staff who provide interpretation services shall be identified for ease of use when needed. A globe symbol is shown on their badges for identification purposes.
7. In the event of admission of a patient with vision or speech impairments or multiple impairments, the Language Services Department shall be available to collaborate with the patient/family/significant other/referring agency to facilitate communication with the patient.
- 7.1 For persons who are blind or have low vision, staff shall communicate information contained in written materials concerning treatment, benefits, services, waivers of rights, and consent to treatment forms by reading out loud and explaining these forms. For additional resources, staff should contact the Language Services Department.
- 7.2 For persons with speech impairments, staff shall contact the Language Services Department which is responsible to provide aids and services in a timely manner, such as: American Sign Language interpreter, video-on-demand, writing materials, TDDs, computers, flashcards, alphabet boards, communication boards, and other communication aids.
8. The provisions of this policy shall be submitted to the California Department of Health Services for review on an annual basis.

APPROVERS: Hospital Executive Leadership, LLUMC Chief Executive Officer, LLUMC Chief Nursing Officer, LLUMC Medical Staff President and Chair of MSEC



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ADMINISTRATIVE PROCEDURE

CATEGORY: CLINICAL MANAGEMENT **CODE:** M-113.A
EFFECTIVE: 09/2018
SUBJECT: COMMUNICATION WITH PATIENTS WHO **REPLACES:** 12/2015
HAVE LIMITED ENGLISH PROFICIENCY **PAGE:** 1 of 2
AND/OR ARE HEARING, SPEECH OR
VISION IMPAIRED

INITIATOR OF ACTION	ACTION
Patient	1. Indicates need for interpreter (including sign language).
Caregiver	2. Obtains an interpreter by: a. For in-house Spanish interpreter, contact interpreter between 0800 to 2300 (holidays and weekends included) via page (3715) or x42445 b. For all other languages, and Spanish when the in-house interpreter is not available, use the Language Line x15888 or 1-800-523-1786, and 1) Indicate language needed 2) Provide LLUMC client ID number 201208 and the cost center of the department using the service. OR use designated iPad/WOW functionality (Language Line Insight Video Interpretation)). c. For hearing impaired/Deaf: 1) To obtain Sign Language interpreter: a) Page 1110, or b) E-mail languageservices@llu.edu to schedule an appointment, or c) Page the Administrative Supervisor, pager 2005 (after hours and weekends), or d) Use video conferencing Language Line Insight Video Interpretation.

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INITIATOR OF ACTION	ACTION
	2) To set up TDD for inpatient, call Information Services Help Desk (x 48889) or hospital operator (after hours) to page CNS technician on call.
Person Requesting Interpreter	3. Provides interpreter with information; and documents in the medical record that an interpreter was used; including interpreter's name, language of patient, and document or issue that was interpreted.
Caregiver/Staff	4. If interpretation of informed consent is involved, ensure that the following are documented: a. That informed consent was obtained and how b. The language of the patient, or sign language c. The interpreter's name (or operator number if Language Line or Video Conferencing or TDD is used)



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GUIDELINES

CATEGORY:	CLINICAL MANAGEMENT	CODE:	M-113.B
SUBJECT:	FAMILY/FRIEND INTERPRETATION AND AUXILARY AIDS	EFFECTIVE:	09/2018
		REPLACES:	12/2015
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Rehabilitation Act of 1973, Section 504 Compliance

Family Member/Friend Interpretation

Some LEP patients or hearing impaired/deaf may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the patient will not be used as interpreters unless specifically requested by the patient and after the patient has understood that an offer of an interpreter at no charge to the patient has been made by LLUMC. Such an offer and the response will be documented in the patient's medical record. If the patient chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy, and conflict of interest will be considered and the request documented in the patient's medical record. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided to the patient.

Children and other patients will not be used to interpret in order to ensure confidentiality of information and accurate communication.

Auxiliary Aids for Persons with Disabilities

For Persons Who are Blind or Who Have Low Vision

Staff will communicate information contained in written materials concerning treatment, benefits, services, waivers of rights, and consent to treatment forms by reading out loud and explaining these forms to persons who are blind or who have low vision. Care shall be given to patient privacy by having this activity conducted preferably in a location where the conversation can't be overheard by others. For additional resources, staff should contact the Language Services Department (ext. 42445) or the Administrative Supervisor (pager 2005, after hours).

The following types of large print, taped, brailled, and electronically formatted materials are available: patient education materials, institutional forms, hospital signage. These materials may be obtained by calling the Language Services Department at ext. 42445.

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For the following auxiliary aids and services, staff will contact the Language Services Department at ext. 42445 or the Administrative Supervisor (pager 2005, after hours) who is responsible to provide the aids and services in a timely manner: qualified readers; reformatting into large print; taping or recording of print materials not available in alternate format; or other effective methods that help make visually delivered materials available to individuals who are blind or who have low vision. In addition, staff are available to assist persons who are blind or who have low vision in filling out forms and in otherwise providing information in a written format.

For Persons With Speech Impairments

To ensure effective communication with persons with speech impairments, staff will contact the Language Services Department (ext. 42445), who is responsible to provide the aids and services in a timely manner: Writing materials; typewriters; TDDs; computers; flashcards; alphabet boards; communication boards; American Sign Language interpreters, video-on-demand and other communication aids.