

INTERPRETING SERVICES PROGRAM



WHOM DO WE SERVICE?

- Deaf, Hard of hearing & Deafblind
- Limited English Proficient (LEP) patients
- Family members and companions



TRAINING OBJECTIVES

- **Why it is Important:** Federal, State, Joint Commission and Montefiore policies protect persons with disabilities and mandate accommodations.
- **What it Involves:** Knowledge of resources available, hearing loss, cultural and medical considerations
- **Where to Find Relevant Resources:** Interpreting services, auxiliary aids & support services.



INTERPRETING SERVICES/SPECIAL NEEDS

- Compliments Montefiore's mission and commitment to provide patient and family centered care.
- Ensures Montefiore's commitment to compliance with all health regulations and standards.



FEDERAL, STATE & REGULATORY STANDARDS

Hearing loss affects between 22-28 million people, and according to the 2000 Census, 47 million Americans speak a language other than English at home. As a result, it is almost inevitable that you will encounter patients, family members and/or companions with some type of hearing loss or have some limited English proficiency. It's important that all staff understand their **legal obligations** and how to assess patient requirements so that communication needs may be appropriately met.



FEDERAL, STATE & REGULATORY STANDARDS

- The Americans with Disabilities Act (1990)
- Rehabilitation Act of 1973
- New York City Civil Rights Law
- New York Human Rights Law
- New York Patient's Bill of Rights
- JCAHO Standards R1.1.3 and R1.1
- Executive Order LEP Guidance (2000)

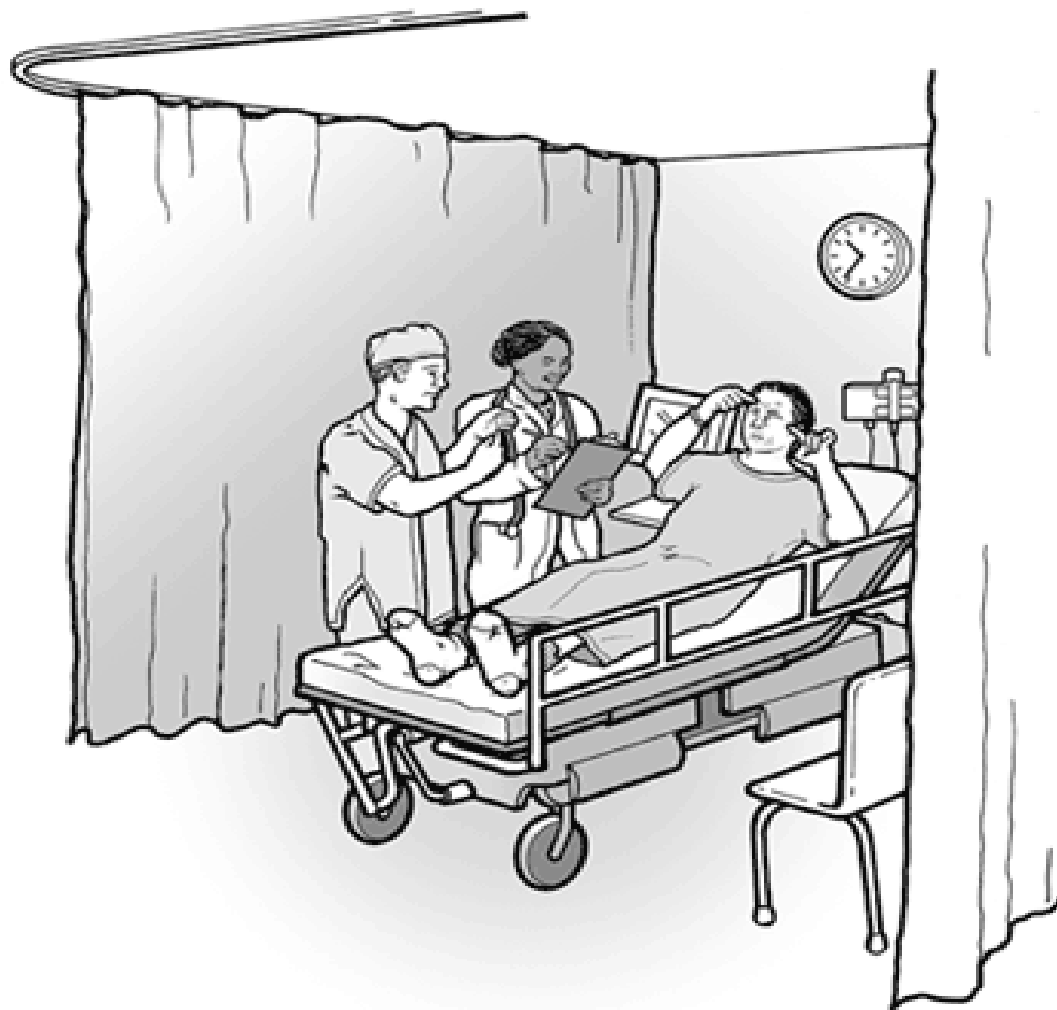


HOSPITAL POLICY STATEMENT

“If you recognize or have any reason to believe a patient, relative, or companion of a patient is deaf or hard of hearing, you **MUST** offer the person appropriate auxiliary aids and/or services. Interpreters are available throughout the medical center and affiliate sites and can be provided free of charge. **THE OFFER AND RESPONSE MUST BE DOCUMENTED.** If you are the responsible health care provider, you must ensure that such aids and/or services are utilized and **DOCUMENTED** in the chart. This offer must likewise be made in response to any overt request for appropriate auxiliary aids, services and/or interpreters.”



DEAF, HARD OF HEARING & DEAFBLIND



TRUE OR FALSE

- People with hearing aids do not need any accommodations
- Deaf/hard of hearing people are excellent lip-readers
- All deaf/hard of hearing people use sign language to communicate
- Deaf/hard of hearing people are excellent spellers and are extremely proficient in written English.
- People that cannot hear should be referred to as deaf/mute or deaf & dumb
- All deaf/hard of hearing people show up with interpreters or family members to assist them.



RESOURCES

- **TTYs:** (teletypewriter) device that allows deaf/hard of hearing persons to communicate on the phone
- **Closed Captioning:** dialogue appears in written English on the lower portion of the T.V.
- **Communicards:** a series of universal icons that prompts specific information seeking and responses
- **Deaf Talk:** a dial-up interpreting teleconferencing service that allows associates to obtain a certified sign language and Spanish language interpreter within 3-5 minutes via satellite. Available in the E.D.
- **Pocket Talker:** Assistive Listening Device. Available at Moses and Weiler



LIMITED ENGLISH PROFICIENT PATIENTS

BRIDGING
THE GAP



RESOURCES

- Use the following number from ANY PHONE and an interpreter will be happy to assist you in over 150 different languages by calling: **(718) 920-TALK (8255)**. (Call Customer Service to obtain your department's access code.)
- **Dual Handset Phones and Splitters:** Portable phones with two handsets (one for you and the non-English speaker) are now available (Nursing Office and Customer Services Dept.) to assist you with interpreting needs of over 150 languages.
- ***Bridging the Gap:*** Training for Medical Interpreters (Associates)



WHEN TO USE AN INTERPRETER

Always use an interpreter when:

- obtaining patient's medical history
- obtaining description of ailment/injury
- obtaining informed consent or permission
- giving a diagnosis or prognosis
- patient is in an emergency situation
- discharging the patient



WHEN TO USE AN INTERPRETER

Always use an interpreter when:

- explaining procedures, tests, treatments, treatment options, or surgical procedures
- explaining prescribed medications (dosage, instructions, side effects, or food/other drug interactions)
- reviewing follow-up treatments, therapies, test results, recovery
- providing mental health evaluation, therapy, counseling, and/or other therapeutic activities



THE INTERPRETER'S ROLE

- Look and speak directly to the patient and not the interpreter
- Remember that professional interpreters:
 - Are bound by a professional code of ethics that ensure the interpretation to be confidential, impartial, and rendered faithfully
 - Do not speak for the patient
 - Do not explain medical information to patient
 - Do not assume roles or responsibilities of hospital staff
 - Are not surrogate family members
 - **Are requested and paid for a 2 hour minimum. (Expedite)**



ARRANGING FOR INTERPRETING SERVICES

- Must inform patient of right to have interpreter when making appointment and upon arrival.
- Document hospital's offer of services and patient's response.
- Notify Interpreting Services/ Special Needs in Customer Services (920-4943).
- Contact ADN/ANM before & after business hours.



DOCUMENTATION REQUIREMENTS

- ANY and ALL efforts made to provide the services.
- Patient requests an interpreter or Associate offers interpreting services.
- Contact or confirmations with the program administrator or Customer Services.
- Interpreter's name and situation s/he services were utilized.
- Any assistive devices that were requested/provided (closed captioning, TTY, etc.)
- Summary of support services utilized and/or means of communicating in the progress notes.



WHERE TO GET RESOURCES

Interpreting/LEP Services

(718) 920-5964 or (718) 920-5942

Customer Service Department

9:00 am - 5:30 PM

(718) 920-4943

5:00 PM - 9:00 am

Telecommunications Operator will page ADN/ANM on duty

(Dial 0 at Montefiore or (718) 920-4321 outside
Montefiore)

(718) 920-5027 TTY

To Contact a TTY User :

NY State Relay 1-800-421-1220 or National 711

MONTEFIORE

