



Section:	Auerbach Geriatric Psychiatry Unit Policy and Procedure Manual		
Title: Interpreter Service			
Effective Date: 10/2007	Revision Date: 9/30/16	Annual Review Date: 8	Board Approval Date: 8/2016

PURPOSE

To provide patients information in a manner tailored to the patient language and ability to understand.

To provide information to the patient who has vision, speech, hearing or cognitive impairments in a manner that meets the patient's needs.

POLICY

Interpreter service for non-English speaking patients and those who do not communicate verbally shall be provided.

The AT&T Language Line establishes a mechanism for non-English language interpretation. It also facilitates interpretation for those needing sign-language 24hours/7days a week.

For routine day to day communication, staff who have been identified as speaking another language can be accessed (see attached listing).

Interpreter service availability signage is posted upon entry into the unit.

REFERENCE

The Joint Commission Patient Rights Standards, California Title 22 for acute care, CMS 482.13 for acute care

PROCEDURE

- A. Patients requiring interpreters will be identified at the time of admission by staff on the unit by asking the patient what their preferred language is for communication. The patient will be provided information regarding the availability of an interpreter. 24 hours a day/7 days a week.
- B. Language Interpreters
 - 1. The facility shall maintain a list of all staff members and the languages they speak.



2. Patients admitted who do not speak English shall be asked to identify authorized representatives or interpreters to assist with communication as appropriate. These interpreters will only be used for translation of non-medical information.
3. Staff members who speak the same language as the patient may assist with interpreting when needed and will only do so for non-medical communication needs.
4. All medical information will be translated using the AT&T Language Line or other staff members who are certified competent to medically translate the patient's spoken language.
5. Documentation of interpretation of important health information and the name/ID# of the interpreter shall be included in the medical record.
6. The AT&T Language line can be accessed 24 hours a day/ 7 days a week as follows:
 - Call (800) 752-6096 and provide the organization pin number # 12091788.
 - If issues arise using the above pin number, advise the operator at AT&T that the organization has a "Web PI Account".
 - Inform the AT&T operator which language you need or in-put the language code.
 - When the interpreter comes on the line, record his/her name and ID number. Document this on the patients chart or face sheet for reference

B. Communication for Patients Unable to Verbally Communicate or are hearing impaired, the following will be available.

1. Sign Language is available through the AT&T Language Line and at least 24-48 hours is needed prior to provision of this service.
2. If the patient is able to write, writing supplies and white boards are available for use at the time of communication.
3. An amplifier can be used for the hearing impaired patient. Instructions for the use of this device is attached to this policy.
4. **CLOSED-CAPTION** services for television viewing is available for use by the hearing impaired.

C. Communication with Patients Who Are Not Able to Communicate Due to a Cognitive Loss or Refuse to Communicate Due to a Mental Illness

1. Staff shall communicate with patient by using verbal and non-verbal language including but not limited to: smiling, encouraging gestures, friendly speech, gentle



touch, showing items i.e. clothing for dressing, bathroom, etc. to the extent allowed by the patient.

2. The patient's treatment plan shall include information regarding how to best provide communication for patient.
3. The patient's authorized representative shall be included in communication regarding the patient's condition and treatment plan changes as appropriate and approved by the patient.

RECORD KEEPING

Documentation of important communication through interpreters shall be documented in the patient's medical record.

This policy will be reviewed/revised and approved through the Board on an annual basis. Once this has been completed, a copy of the policy will be sent to the California Department of Health annually and posted in the appropriate languages on the hospital web-site.



Grancell Village Interpreters

Language	Employee	Phone Number	Shift
Spanish	Francisco Martinez	818-758-5065	8am -5pm
	Tony Fonseca	818-774-3244	8am -5pm
	Ilana Grossman	818-774-3069	All
	Ana Haro	818-774-3125	All
Tagalog	Richard Aglugub	818-757-4443	11pm-7am
	Andrea Robertson	818-774-3005	8am-5pm
	Lydia Bacosa	818-758-5024	3pm-11pm
Russian	Eva Kostow	818-774-3228	8am-5pm
	Riva Lerman	818-774-3275	8am-5pm
	Goar Pkhrikyan	818-758-5024	8am-5pm
French	Sean Boucher	818-758-5073	8am-5pm
Farsi	Farangis Khanlobiris	818-654-5502	8am-5pm
	Zhila Yasmeh	818-758-5024	3pm-11pm
Vietnamese	Dr. Hangnga Vu	818-757-4017	8am-5pm
Sign Language	Treshna Vagha	818-716-8806	on-call
	Daisy Torio	818-774-3258	on-call
Trisha Bear Interpreters		818-800-4024	on-call
(American Sign Language, Spanish, French, Hebrew, Russian, Armenian, Farsi, Vietnamese, Japanese and Italian)			