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	POLICY AND PROCEDURE MANUAL		Policy Number ADM-RI 216
	Originally Adopted: 06/00		
	Last Reviewed: 11/08		
Last Revised: 02/05; 07/13, 04/2016			
Governing Board Approval: July 13, 2016			
Title:	TRANSLATION/INTERPRETATION SERVICES FOR PATIENTS		
Scope:	All Staff	Originating Department:	Patient Care Services
		Responsible Person:	Chief Nursing Officer

PURPOSE STATEMENT


To provide translators/interpreters for both non-English speaking and hearing impaired patients which will allow us to provide quality health care services to all of our patients in a comfortable environment.

POLICY STATEMENT

We will provide certified translators/interpreters for those patients that comprise at least 5 percent of the population of the geographical area serviced by our hospitals (Health and Safety Code 1259).

PROCEDURE

1. Those patients requiring the assistance of a translator/interpreter will be identified upon admission to the hospital by Admitting, the Emergency Department, and/or the Nursing Staff depending upon the route of admission. The patient's primary language and dialect will be documented by the admitting nurse on the Multidisciplinary Database, in the appropriate section, and placed accordingly in the medical record.
 - 1.1. , Hospital staff shall make appropriate arrangements as soon as possible with CyraCom once the patient is identified as needing services.
 - 1.1.1. Interpreters can be accessed via the blue CyraCom interpreter phones following instructions as noted on the phones.
 - 1.1.2. Interpreters can also be accessed via any hospital phone or handheld Spectra-link device by dialing '4849' and following the prompts.
 - 1.1.3. A patient may choose to use a family member or friend. Should a patient decline to use a certified interpreter, this should be documented in the patient's medical record.
2. Documentation of Use of Translator/Interpreter
 - 2.1. Once a translator/interpreter has been provided to a patient, documentation

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should be placed in the patient’s medical record indicating the name or the Interpreter ID# of the person who acted as the translator/interpreter when appropriate, the relationship to the patient.

3.2. If the patient requires Sign Language interpreting services, CyraCom will be utilized.

3.3 If the patient requires Sign Language interpreting services immediately, staff should access the Video Remote Interpreting (VRI) station housed in the Nurse Staffing Office.

3.3.1. The VRI Log-in address and Password are posted on the monitor of the video station.

3.3.2. CyraCom, Inc. Client Services: 1-800-481-3289.

4. State Regulations and Complaint Resolution

4.1. Notices must be posted that advise patients and families of the availability of translators/interpreters at no charge and the procedures for obtaining these services.

4.2. Notices must be posted with the address and phone number where complaints may be filed concerning translator/interpreter service problems.

4.3. Should a patient or family have a problem or concern with the services at Centinela Hospital Medical Center, they may submit their complaint in writing to the California Department of Public Health. 3400 Aerojet Ave, Suite # 323, El Monte, CA 91731.