



INTERPRETATION SERVICES, COMMUNICATION ASSISTANCE AND
ACCOMMODATIONS AVAILABLE FOR
PATIENTS AND VISITORS WITH DISABILITIES

PURPOSE:

This has been written to assure that effective communication occurs between Enloe staff, patients, and visitors of the medical center and to define the appropriate mechanism of obtaining interpretation and/or other communication services for patients with communication or cognitive barriers.

POLICY:

It is the policy of Enloe Medical Center to provide quality communication services to the visually impaired, hearing impaired, mobility impaired, cognitively limited, cognitively impaired, or to those individuals who are not proficient in the English language. Places of public accommodation must provide access and equal treatment to people with disabilities. For individuals who are deaf or hard of hearing, places of public accommodation must provide "auxiliary aids and services" to ensure effective communication.

The Department of Justice lists the following examples of auxiliary aids and services which must be provided to people with hearing loss:

Qualified interpreters, note takers, computer-aided transcription services, written materials, telephone handset amplifiers, assistive listening systems and devices, telephones compatible with hearing aids, closed caption decoders, open and closed captioning, telecommunications devices for deaf persons (TDDs), videotext displays, or other effective methods of making aurally delivered materials available to individuals with hearing impairments.

A qualified interpreter is defined as "an interpreter who is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary."

The following services and accommodations are available at Enloe Medical Center to patients and guests as needed:

Devices for the Hearing Impaired:

- Telecommunications device for the deaf (TDD) phones are available for inpatients at the main campus switchboard.
- Amplified phones are available at the main campus switchboard.
- Closed-captioned television is available for inpatients. Patients can access closed-caption television by selecting "cc" on the call light/television controller.
- Interpreters for the deaf can be obtained by contacting the Department Assistant on the Oncology/Peds unit or the Nursing Administrative Supervisor.
- Picture charts of common need objects are available on the individual nursing units.

- American Sign Language interpreters are available 24/7 via Cyracom iPads.

Devices for the Visually Impaired:

- Service animals permitted in most areas of the hospital
- Braille is present on location and directional signs
- Assistance may also be provided by the Volunteer staff

Devices for the Mobility Impaired:

- Valet parking
- Wheelchairs available for use
- Wheelchair entrances and ramps
- Elevators
- Accessible public restrooms
- All areas are accessible by wheelchair
- Light Touch or Blow Call lights available
- Hand held as well as bed operated call lights

Devices for the Communication Impaired:

- Picture boards
- Cyracom iPads for visual interpreters and Cyraphones (dual handset “Blue Phones”) are available for the limited English proficient (LEP)
- Educational materials available in multiple languages

PROCEDURE:

- If the patient has a language or communication barrier, or if the patient requests interpretation services, the patient will be offered the Cyracom iPad or the Cyraphone and the staff will try to accommodate his/her needs.
- The primary language, mobility, and any communication barriers of the patient should be recorded in the medical record.
- For patients with limited English proficiency (LEP), one of the approved Cyracom iPads or over the phone language translation (OTP) services should be used to assist caregivers in communication with patients with limited or no English proficiency. The Switchboard has a listing of the locations of Cyracom iPads and Cyraphones throughout the medical center.
 - In some locations, due to the lack of an analog line, the Cyraphone cannot be used. Additionally, in some locations, due to lack of signal, the Cyracom iPads cannot be used. In these locations, existing digital telephones can be used to dial CyraCom and request an interpreter. An additional over the phone (OTP) service called Language Line is available in some areas.

- Employees may be used for non-clinical interpretation, such as demographic information or other non-clinical advice or instruction.
- Enloe caregivers should avoid using the patient's friends or family members for interpretation when discussing medical information. Cyracom iPads with visual interpreters or the Cyraphone interpretation services should be used. Family members or friends may only be utilized for everyday conversational interpretation.
- Record in the medical record the type of interpreter services, and/or the name and number of the interpreter with each use of interpreter services.
- Upon receipt of the request, the appropriate department will set up the communications device for the patient.
- Signs that serve to notify patients and families of the availability and method of accessing interpreter services are posted in the entrance areas of all Enloe facilities. The telephone number, address, and TDD number where complaints may be filed are also posted.
- A variety of information and education items are available in different languages to enhance the care of the non-English speaking patient.

UTILIZATION OF INTERPRETERS FOR THE DEAF

- Enloe Medical Center will offer an American Sign Language interpreter via a Cyracom's iPad or TDD (available at the Esplanade campus) and/or a qualified interpreter for the deaf, when available, as appropriate or as requested by the patient who is hard of hearing or deaf. Interpreters for the deaf are also available at the Enloe Outpatient Center, Home Care Services and other Enloe areas.
- Interpreters for the deaf will be considered qualified if they have a certification for medical interpretation for the deaf.
- Interpreters for the deaf may request to be placed on Enloe's approved list by submitting credentials to Nursing Administration.
- Enloe Medical Center will pay approved interpreters for their services. Family members, or other interpreters, who are not approved will not be paid for their services.
- The approved interpreter will submit an invoice to Accounts Payable. The invoice will then be forwarded for approval of payment.
- Per Assembly Bill 389 Enloe Medical Center's language assistance services policy is available on the Enloe website (Enloe.org).

RIGHTS AND RESPONSIBILITIES OF THE INDIVIDUAL

REFERENCES:

- *ADA Questions and Answers for Deaf and Hard of Hearing Individuals* by National Center for Law and Deafness, Gallaudet University, 800 Florida Ave., NE, Washington, DC 2002-3695.
- *The Americans with Disabilities Act, Questions and Answers*, US Equal Employment Opportunity Commission, US Department of Justice, Civil Rights Division, September 1992.
- California Health and Safety Code Section 1259

Original Dates: 2/98

Revised/Reviewed: 5/00, 2/01, 1/04, 4/08, 12/09, 9/13, 3/16, 10/16, 3/18, 3/19, 9/19

RELEASE OF RESPONSIBILITY FOR USE OF
UNAPPROVED INTERPRETER FOR THE DEAF

I hereby acknowledge that Enloe Medical Center staff have offered me the services of an *Interpreter for the Deaf* and that I wish to use the services of _____ , who is not an approved *Interpreter for the Deaf* for Enloe Medical Center.

I understand that Enloe Medical Center is not responsible for the communication or payment of an interpreter who has not met the qualification standards of Enloe Medical Center.

Patient Signature Date

Witness Signature Date

Witness Printed Name

** Give a copy of this signed document to the patient and place original on the patient's chart.*

Patient Label