This policy applies to: STANFORD HEALTH CARE-SHC-VC HOSPITAL-WIDE POLICIES AND PROCEDURES	Date of Last Review or Revision: 2/2018
Name of Policy: LANGUAGE INTERPRETATION AND COMMUNICATIONS WITH THE HEARING AND/OR SIGHT IMPAIRED	**Section:** PATIENT CARE
Departments Affected: ALL DEPARTMENTS	**Policy # :** 14
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POLICY

It is the policy of Stanford Health Care- ValleyCare (SHC-VC) to provide effective communication to all patients, family members, friends and/or patient representatives as appropriate at no cost. Patients do have a right to request a specific interpreter and every effort will be made to accommodate the patient's wishes. It is not appropriate to rely on untrained individuals as the primary source for bridging communication barriers during medical encounters with patients who are hearing /sight impaired, or speak a language other than English. SHC-VC contracts with interpreter services to provide such communication. At no time shall SHC-VC employees, patient family members/representatives, friends, or other patients be allowed to provide translation or language access services during medical encounters. If patient refuses interpreter, document in patient's medical record. The Utilization Management will oversee the coordination of the program. The Department Directors and Managers will be responsible to arrange and provide the required services in each department. Materials Management will oversee the hearing devices/equipment.

PROCEDURE

A.   Language Interpretation

We are contracted with SpectraCorp. This organization provides interpretation of more than 130 languages directly over the phone on a 24 hour a day, 7 days a week basis. Please follow the procedure outlined below.

1.   Communication with SpectraCorp should commence only after an assessment has been made and the care giver has determined exactly what information is needed.
2.   Once the patient's language has been identified, dial the SpectraCorp communications facility using the toll-free number, 1-866-895-7374.

3.   The SpectraCorp operator who answers the phone will request the language needed. Your response should be the name of the

language spoken by the person with which you are dealing.

4. The SpectraCorp operator will then ask for your agency ID number. The number for SHC-VC is: VHS.

5. The SpectraCorp operator will connect the interpreter to your line. When the interpreter comes on-line with you, identify yourself by giving the name of the hospital, and the city and state in which it is located.

6. The interpreter will identify himself by his ID number. Tell the interpreter what information you want to communicate to the patient. The interpreter will then translate the conversation you requested and relay it back to you. The phone methods for ease in communication include speaker phone, double handsets on a single line,or 3-way call.

    The conversation will continue until you have as much information as you need and the patient has been allowed to ask any questions they might have

7. Say "end of call" when you wish to terminate the call.

8. Document the time of the call, the ID number of the interpreter, and the type of information translated in the patient's medical record.

B. Hearing Impaired
1. It is the responsibility of Hospital Employee(s) to inquire if the hearing impaired patient requires the assistance of TDD/TTY or sign language services to facilitate communication. The patient's request and the type of services provided will be documented in the medical record by the healthcare provider.
2. If the patient/family has no preference then NexTalk/SpectraCorp video remote interpreter (VRI) should be used. If in person sign language interpreters are needed, contact the contracted sign language interpreters in the following order: Interpreting and Consulting Services, Inc. or if no response, contact Purple Language Services Co.)
    a. Interpreting and Consulting services Inc.
        525 First Street, Benicia, CA
        Voice: 707-747-8200
        Fax: 707-747-8205
        24 Hour Hotline – 888-617-0016
        8:30am – 5:00pm, Hours of Service

    b. Purple Language Services Co. -
        1000 Broadway #252 Oakland, CA 94607
        8:30am – 5:00pm , Hours of Service

Voice: 800-900-9478 ext 1153
Fax: 510-380-7151
Email: PurpleOakland@purple.us

<u>i.</u>   Confirm with service that you are calling from SHC-VC
Health System.
<u>ii.</u>   Complete interpreting services request form (attached)
and fax to: 510-380-7151.
<u>iii.</u> Cancellation requires a minimum of two (2) full business
days [three (3) if consecutive day job assignment].
<u>iv.</u>   You must FAX and call the office to cancel.

<u>c.</u> Both providers are available for short notice/urgent late night
calls; however, for pre-scheduled classes, etc., it is requested to
call at least two (2) full business days ahead.
<u>d.</u> Please see attachments A and B for documents that describe
available services and guidelines.

3. Video Interpreter for the Deaf and Hearing Impaired: NexTalk Video
Remote Interpreter (VRI).
<u>a.</u> SHC-VC has contracted with NexTalk/SpectraCorp for access to
a video remote interpreter (VRI) service to provide easy access
to American Sign Language for our deaf and hearing impaired
patients.
<u>b.</u> There are designated computers loaded with the NexTalk
software located throughout SHC-VC Health System for easy
access to the service.
<u>i.</u>   The computers are located at:
<u>a.</u> 5555 W. Las Positas ,Pleasanton (Medical Center)
i.   Nursing Office
ii. Emergency Department
<u>b.</u> 572 Not sure if we have one in 5725
<u>c.</u> Dublin address
i.   Dublin Urgent Care
<u>d.</u> 1111 E. Stanley Blvd, Livermore
i.   Livermore Urgent Care
<u>ii.</u>   Computer Log: In each location the computer will be
accompanied by a binder to sign the computer out for use.
Please provide your name, date taken, date returned and
your department or unit name.
<u>c.</u> See attachment C for instruction sheet NexTalk quick reference
guide for specific instructions on how to log onto and how to use
the software.
<u>d.</u> When using the VRI service computer allow your patient to
address the interpreter directly.
<u>e.</u> Speak to your patient not to the interpreter, the interpreter will

repeat word for word what you have said to the patient.

    f. Document use of the system and that an interpreter was provided in the Progress notes.

    g. When interpretation is complete sign off and shut down computer.

    h. Procedure for cleaning laptops loaded with NexTalk VRI software. (NOTE: Clean computer only after it has been shut down to protect the computer.) For more details refer to Hospital Wide policy "Infection Control-Employee Health: IC Guidelines for Accessing , Cleaning & Disinfecting the Clinical Information System(CIS)/Computer Workstations"

        i. The computer must be cleaned after each use.

        ii. Wipe all work surfaces with antimicrobial impregnated sani-wipe (e.g. PDI sani wipes). (Note this does not include the screen- see below)

        iii. Use caution when cleaning the keyboard of the laptop, make sure your antibacterial wipe is damp, but not wet. Wipe the keyboard gently, wait until the keyboard has air dried (to ensure adequate antibacterial effect) prior to closing the top of the laptop.

        iv. Computer monitor screens can only be cleaned with a soft, damp cloth, no solutions. In the event that a monitor is organically soiled and a cloth dampened with water won't work, you may lightly dampen a soft cloth with mild cleaner. Do not saturate the cloth. Never apply cleaner directly to a touch panel surface; if cleaner is spilled onto touch panel, soak it up immediately with absorbent cloth.

        v. Do not spray the unit with any cleaner disinfectant

        vi. Do not use any other chemical other than acceptable product for cleaning and disinfection on the hard surfaces.

        vii. Do not immerse the optical mouse, keyboard or laptop unit in liquid

        viii. Use gloves when working with cleaning and disinfection chemicals

    i. Return computer to its original location and enter the return date and time in the NexTalk VRI Computer Log.

    i. Report any technical or computer issues with the system to the SHC-VC Information Systems Help Desk at ext. 8099.

4. A TDD (Telecommunications Device for the Deaf) / TTY Port Printer Plus machine is located in the registration area of the Emergency Department atSHC-VC and the registration area of the Urgent Care Center at Livermore which enables hearing impaired individuals to communicate with Medical and Nursing staff 24 hours/day, 7 days a week. The phone number for these devices are 4l6-3422 (SHC-VC) and 449-7622 for Valley Memorial's Urgent Care Center from 0800 - 2200.

a. If your unit has a dedicated telephone number for the TDD/TTY, the following procedure applies:

  i. When the telephone rings, place the receiver on the coupler. The coupler consists of the two plastic or rubber caps on your machine. Make certain that the receiver is pressed securely in the cup. Turn on the machine. Since you are the receiving party, type the name of the hospital and "GA" (Go Ahead). After you have completed the conversation and are ready to hang up, type "GA" to "SK" (Stop Keying). The other party may wish to continue the conversation and will type "GA" to "SK" and you type "SK". Turn off the machine and place the receiver back on the phone.

  ii. NEVER PICK UP THE RECEIVER AND SPEAK. If the person on the other end of the line hears a strange sound, he/she will assume it is a wrong number and will hang up. Your dedicated line is strictly for the TDD/TTY users.   You can tell when this happens; after you have typed the hospital name and "GA", you will receive no readout on the machine. Hang up.

  iii. If your machine is hard-wired (direct connect) to your phone, all you have to do when the phone rings is turn the machine "On" without touching the receiver. Type the name of the hospital and "GA". If the hospital is renting the machine, most likely it will not be hard wired. If you have any questions whether or not your machine is hard-wired, check with Engineering. Having the machine hard wired to the phone has its advantages: you will never be tempted to pick up the receiver and speak and it will always be answered properly.

b. If your unit does NOT have a dedicated number:

When you answer the phone by voice and if you should hear a strange sound or if you hear NOTHING, immediately put the receiver on the coupler and start typing. In many instances, you will find a hearing impaired person on the other end of the line after you finish typing "GA".

c. Making an Outgoing Phone Call: TDD/TTY

If you need to make a call to a hearing impaired person, proceed as you normally do when calling a voice person. When you hear the first ring, put the receiver on the coupler and turn the machine "On". When the hearing impaired person answers, he/she will identify him/herself and will type "GA". Many of the hearing impaired do not always type their man; many just type "GA". Identify yourself and start your conversation. When you are ready

to sign off, type "GA" to "SK".

5. Telephone amplifiers and closed caption television services are available for the hearing impaired. Contact the Engineering Department for installation when the need for service is identified.

6. If all TDD/TTY phones are in use, notify Information Systems for additional assistance.

C. Sight Impaired Assistance:

The staff will provide assistance in communicating instructions or answering questions to the sight impaired individuals.

Who Can Order:

1. Department Director/ Department Manager/Charge nurses
2. Assistant Directors of Nursing (ADNs)
3. Social Workers
4. Educators
5. Financial Counselors

Billing:

The Director of Utilization Management will be responsible for reconciliation and approval of invoices.