

Service Area: Patient Experience	YALE NEW HAVEN HEALTH POLICY & PROCEDURES		
Title: Language Services Policy			
Date Approved: 01/11/2018, 12/19/2019		Approved by: System Operating Committee	
Date Effective: 01/22/2018, 01/01/2020		Date Reviewed/Revised: 10/09/2019	
Distribution: MCN Policy Manager		System Policy Type (I or II): Type I	
Supersedes: BH Interpreter Policy GH Communication for Limited English Proficiency (LEP) Patients and Companions LMH + WH Interpreter Policy NEMG Interpreter Policy YNHH Interpreter Policy YNHHS Communication Services for Persons who are Deaf and Hard of Hearing			

PURPOSE

To promote effective communication between patients/families and healthcare providers, enabling patients to participate actively in their care from admission through discharge.

APPLICABILITY

This policy applies across Yale New Haven Health System (YNHHS), including Yale New Haven Health Services Corporation, and each of its affiliated entities, its affiliated hospitals (Bridgeport Hospital, Greenwich Hospital, Yale New Haven Hospital, Lawrence + Memorial Hospital, Westerly Hospital, and any other hospital that affiliates with YNHHS), its affiliated providers (including but not limited to Northeast Medical Group, The Grimes Center, Visiting Nurse Association of Southeastern Connecticut, and Home Care Plus), and each of their subsidiary entities.

POLICY

YNHHS offers interpreting and translation services to patients, families, or patients' representative, whose preferred language is one other than English. This includes patients who communicate in a signed

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language, at no cost to the patient. YNHHS will comply with all state and federal laws and the requirements of regulatory and accrediting agencies regarding the provision of language services available to the patient and their representative.

PROCEDURES

Patients and their representatives are informed that language services are available and provided by YNHHS at no charge to the patient/family. The Language Services department can provide assistance in determining which services or alternative resources may be needed to facilitate communication. If a patient insists that a family member or a friend act as an interpreter, staff is still required to request a qualified interpreter. In-person interpreting services can be arranged for scheduled appointments. For emergencies, an in-person interpreter may be available, however in the event one is not, staff may use Video Remote Interpreting (VRI) service, or telephonic interpreting for spoken language interpretation, by utilizing the 24/7 telephonic interpreting services by contacting the language line and providing your site specific access code.

DOCUMENTATION

All encounters that are facilitated by an interpreter will be documented as such. All healthcare professionals must ensure interpreting services accepted or declined are documented in the patient's electronic health record. For each encounter, documentation should include the interpreter's name or identification number and what modality of service was utilized (e.g., in-person, over the phone, or video remote interpreting)

TRANSLATION OF WRITTEN MATERIAL

YNHHS will provide vital documents translated into Yale New Haven Health System's top languages, which represent more than 1% of the patient population (Spanish, Arabic, ASL Pashto, Portuguese, Russian and Mandarin). Vital documents include, but are not limited to documents that contain information on how to access hospital services and/or benefits.

DEFINITIONS

An individual with Limited English Proficiency (LEP) – A person who is unable to speak, read, write or understand the English language at a level that permits him or her to interact effectively with healthcare providers and make informed decisions. Deaf or hard of hearing individuals may also have limited English proficiency.

Qualified Interpreter – A Qualified Interpreter is able to interpret effectively, accurately and impartially both in the target and source language using any specialized vocabulary necessary.

Ad hoc Interpreter – This is an untrained person who is called upon to interpret, such as a family member, a bilingual staff member, or a self-declared bilingual person who volunteers to interpret. *YNHHS does not permit the use of ad hoc interpreters unless there is an emergency involving*

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imminent threat to the safety or welfare of an individual or the public where there isn't a Qualified Interpreter available.

Translator – A person who converts the written text in one language into written text of a second language with equivalent meaning and intent of the text of the first language. Oral interpretation and written translation require different skills and Qualified Interpreters are not expected to provide translation services. At Yale New Haven Hospital, staff translates the after visit summary for Spanish speaking patients only. YNHHS currently outsources professional translation services.

SERVICES FOR INDIVIDUALS WHO ARE DEAF OR HARD OF HEARING

Sign language (all modalities), oral and tactile interpreting services, auxiliary aids and services such as assistive listening devices are available for deaf or hard of hearing patients/families and the patient's representative. Although TTYs (Teletype devices) are not often used by deaf individuals, they are available upon request from either the Patient Experience department or the Language Services department. The video phones/video relay services (VRS) are available in the lobbies of Yale New Haven Hospital, Bridgeport Hospital and Greenwich Hospital.

For the deaf or hard of hearing patients admitted in the Emergency Department after hours or on weekends, Video Remote Interpreting (VRI) is available until an in-person interpreter can be secured. VRI may be inappropriate in certain circumstances, for example, due to: (1) patient's limited ability to move his or her head, hands or arms; vision or cognitive issues; or significant pain; (2) space limitations in the room; (3) the complexity of the medical issue; or (4) any other time when there are indicators the VRI is not providing effective communication. Whenever, based on the circumstances, VRI does not provide effective communication, an in-person Qualified Interpreter will be requested and provided.

SERVICES FOR THE BLIND AND VISUALLY IMPAIRED

YNHHS have (thirteen) 13 vital documents available for patients who are blind or visually impaired in Braille or large print. The Braille documents are located in the Patient Relations/Patient Experience, Language Services Office, Registration, Emergency Department, Pre Admission Testing and Nursing Administration departments. Upon request from the patient, the staff responsible for the patient can read out the information contained in written materials concerning treatment, benefits, services waivers of rights, and consent to treatment and explain these forms to persons who are blind or who have low vision.

Available Braille documents:

1. Advance Beneficiary Notice of Non coverage (ABN)
2. An Important Message from Medicare about Your Rights
3. Consent for Anesthesia
4. Consent for Surgery
5. Consent Refusal of Transfusion
6. Discharge AMA
7. Health Care Proxy
8. Medicare Outpatient Observation Notice (MOON)
9. Notice of Privacy Practices
10. Patient Acknowledgement and Financial Authorization
11. YNHHS Patient Bill of Rights.
12. YNHHS Patient Responsibilities

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13. YNHHS Discrimination is against the law

STAFF TRAINING/EDUCATION

A mandated Language Services module to include Deaf or Hard of Hearing training is required for all new staff within the first 30 days of hire. Appropriate use of the different interpretive resources are also presented in this training.

PATIENT AND FAMILY EDUCATION

Signage is posted throughout YNHHS and its satellite sites informing patients of free interpreting services and nondiscrimination policies. The Accessibility poster includes the following tagline in the CT, RI and NY Top 15 languages, “ATTENTION: If you speak [insert language] language assistance services, free of charge, are available to you.”

Connecticut State Top 15 Languages

Rhode Island Top 15 Languages

New York State Top 15 Languages

- | | | |
|------------------|-------------------------|-----------------------------------|
| 1. Spanish | 1. Spanish | 1. Spanish |
| 2. Portuguese | 2. Portuguese | 2. Chinese |
| 3. Polish | 3. Chinese | 3. Russian |
| 4. Chinese | 4. French Creole | 4. French Creole (Haitian Creole) |
| 5. Italian | 5. Mon-Khmer, Cambodian | 5. Korean |
| 6. French | 6. French | 6. Italian |
| 7. French Creole | 7. Italian | 7. Yiddish |
| 8. Russian | 8. Laotian | 8. Bengali |
| 9. Vietnamese | 9. Arabic | 9. Polish |
| 10. Arabic | 10. Russian | 10. Arabic |
| 11. Korean | 11. Vietnamese | 11. French |
| 12. Albanian | 12. Kru | 12. Urdu |
| 13. Hindi | 13. Ibo | 13. Tagalog |
| 14. Tagalog | 14. Yoruba | 14. Greek |
| 15. Greek | 15. Polish | 15. Albanian |

CONTACT INFORMATION

To arrange for an interpreter to include spoken, sign, or oral interpretation or translation services please contact the following sites as listed.

Yale New Haven Hospital and Saint Raphael Campus Contact Information

The Language Services department can be contacted via email at languageservices@ynhh.org or call (203) 688-9104 during regular business hours of Monday-Friday from 8am- 5:30pm. After 5:30pm please call (203) 688-7523.

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Bridgeport Hospital Contact Information

The Language Services department can be contacted by calling the Patient Experience department during regular business hours from Monday –Friday 8am-4:30pm at (203) 384-3704. After 4:30pm call (203) 3843585 or page (203) 534-3585.

Milford Campus Bridgeport Hospital Contact Information

The Language Services department can be contacted by calling the Patient Experience department during regular business hours from Monday -Friday 8:00am-4:30pm at (203) 384-3704. After 4:30pm call (203) 384-3585 or page (203) 534-3585.

Greenwich Hospital Contact Information

The Language Services department can be contacted by calling the Patient and Guest Relations Monday – Friday 8:00am-4:00pm and Saturday - Sunday 9:30-5:30 (203) 863-4746.

Lawrence + Memorial and Westerly Hospital Contact Information

The Language Services department can be contacted by calling the Patient Experience department Monday-Friday 8:00am-5:00pm (860) 442-0711 Ext 4849

Northeast Medical Group (NEMG) Contact Information

The Language services department can be contact by calling the Patient Experience Coordinator Monday-Friday 8:00am -4:30pm (203) 843-9105.

REFERENCES

The Joint Commission RI.01.01.01, EP5; RI.01.01.03, EP2; PC02.01.21

Title VI Civil Rights Act of 1964

Title III of the Americans with Disabilities Act (ADA) of 1990, Title III, 28 C.F.R. Part 36

US Department of Health and Human Services; Office of Minority

Department of Health and Human Services Guidance Regarding National Origin Discrimination

Affecting Limited English Proficiency Patients (68 Fed. Reg. 47311)

Executive Order 13166: Improving Access to Services for Persons with Limited English Proficiency

Rehabilitation Act of 1973

National Standards of Culturally and Linguistically Appropriate services, 65 Reg. 80865 Affordable Care Act (ACA) Section 1557 of 2016

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RELATED POLICIES

YNHHS Patient Complaint and Grievance Management Policy

YNHHS Patient Rights and Responsibilities Policy

YNHHS Nondiscrimination Patient/Visitors

YNHHS Auxiliary Aids and Services for Persons with Disabilities