



Huntington Beach Hospital

Language Assistance Services Policy

PURPOSE:

To provide for communication for those patients who are non-English speaking, limited-English speaking, hearing impaired, visually impaired, or speech impaired. In addition, to assure that any restriction of communication is based on the clinical needs of the patient.

POLICY:

- A. Patients have the right to access communication and information. It is the responsibility of the hospital to provide mechanisms to assure that patients with special care needs are able to communicate and access information effectively. This policy also provides for communication of information contained in vital documents, including but not limited to, waivers of rights, consent to treatment forms, financial and insurance benefit forms, etc.
- B. Communication services will be provided to all patients regardless of their financial status or their ability to pay.
- C. Any restriction to communication or access to information should be based on the clinical needs of the patient. The effectiveness of any restriction should be assessed and –as appropriate— documented in the patient’s medical record. Should restriction be necessary, the patient and/or family should be informed of the reason for the restriction, the type of restriction employed, and its anticipated clinical benefit.
- D. Huntington Beach Hospital will take reasonable steps to ensure that persons with Limited English Proficiency (LEP) have meaningful access and an equal opportunity to participate in our services, activities, programs, and other benefits to ensure maximum involvement in their medical conditions and treatment.
- E. Huntington Beach Hospital will conduct a regular review of the language access needs of our patient populations, as well as update and monitor the implementation of this policy and these procedures, as necessary.

Access to Communication and Information

The hospital will make all reasonable attempts to assist patients in communicating and accessing information. All interpreters, translators and other aids needed to comply with this policy shall be provided without cost to the person being served, and patients and their families will be informed of the availability of such assistance free of charge.

Identifying LEP Persons and their Language

Huntington Beach Hospital will promptly identify the language and communication needs of the LEP person. If necessary, staff will use a language identification card (or “I speak cards,” available online at www.lep.gov) or posters to determine the language of the LEP person. In addition, when records are kept of past interactions with patients or family members, the language used to communicate with the LEP person will be included as part of the medical record.

Language Needs/Interpreter Services

The hospital will make interpreter services available to patients with limited English proficiency for communicating information necessary for their medical care, benefits, and services. The following guidelines govern the use of interpreters:

- A. Signage will be posted in the Admissions and Emergency Department registration areas informing patients and family of the availability of interpreter services, languages available, and how to register complaints regarding interpreter services to the California Department of Health Services.
- B. The patient or family is not required to provide an interpreter as a condition of receiving care of service. Interpretation Services is provided through a contracted service.

C. The procedure for accessing these services will be available in all patient care areas.

Cyacom Language Services

Accessing a Medical Interpreter

An agreement with Cyacom Language Services is in place to provide 24-hour availability of interpretation service. Specific details are outlined on the handset of the language line phone.

Using ClearLink® The Blue Phone™ for Medical Interpretation

- Plug ClearLink® into an analog (single line) phone jack.
- Pick up the left handset to get a dial tone.
- Press the blue button labeled ACCESS *or dial 800-481-3293*.
- When prompted, press the white button labeled ACCT/PIN.
- Say the language you need.
- Select if you would like to add an additional person to the call.
- When the interpreter comes on the line, give the interpreter a brief explanation of the call.
- Pick up the second handset and pass it to the patient.
- After each use wipe equipment down with Sani-wipes.

Language List

Afrikaans	Finnish	Kurdish	Serbo -
Albanian	French	Lao	Shanghaines
Amharic	French Creole	Lithuanian	Slovak
Arabic	Fukienese	Maay Somali	Somali
Armenian	Fulani	Macedonian	Spanish
Assyrian	Georgian	Malay	Swahili
Azerbaijani	German	Malayalam	Tagalog
Bambara	Greek	Mandarin	Taiwanese
Bengali	Gujarati	Mandingo	Tamil
Bosnian	Haitian Creole	Marshallese	Telugu
Bulgarian	Hausa	Mien	Thai
Burmese	Hebrew	Mixteco	Tibetan
Cambodian	Hindi	Mongolian	Tigrigna
Cantonese	Hmong	Navajo	Tohono
Cebuano	Hungarian	Nepali	Toishanese
Chaldean	Ibo	Nuer	Tongan
Chinese	Ilocano	Oromo	Turkish
Chuukese	Indonesian	Pashto	Twi
Croatian	Italian	Polish	Ukrainian
Czech	Japanese	Portuguese	Urdu
Dari	Kanjobal	Punjabi	Vietnamese
Dinka	Karen	Romanian	Wolof
Dutch	Korean	Russian	Yiddish
Ewe	Krahn	Samoan	Yoruba

Additional Person Anytime Option

With this option, in addition to having the interpreter and the patient on the call, you can Conference in another person. You can also use this option to make outbound calls to a patient with the interpreter on the line with you.

To add the additional person at the start of your interpretation session:

- Press "1" when prompted if you would like to add an additional person to the call. Follow the prompts to enter the person's phone number.

- When the interpreter greets you, say you are adding an additional person. Give the interpreter the name of the person you are calling and the purpose of the call.
- Press "1" when you are ready to connect the additional person to the call.

To add an additional person when the interpretation session is already in progress:

- Press *8 to be prompted to enter the additional person's phone number, or ask the interpreter to add the additional person for you. **Identifying Your Patient's Language**

Working Effectively with a Medical Interpreter

- Allow the interpreter to greet you and to provide an interpreter ID number.
- Write the interpreter ID number in the patient's file or progress notes for documentation.
- Provide the interpreter with a brief explanation of the call.
- Allow the interpreter to introduce him/herself to the patient.
- Speak directly to your patient and make eye contact.
- Speak in the first person.
- Use short but complete phrases.
- Avoid slang, jargon or metaphors.
- Allow the interpreter to clarify linguistic and cultural issues.
- Remember that everything is repeated and kept confidential.

Cyracom Sign Language Interpretation Step-by-Step Instructions

1. Slide camera cover to the right if it is not already.



2. Double click the "CYRACOM VRI" shortcut on the desktop.



3. Type: **VRIHBH@primehealthcare.com**
Enter the password: **hbhcyr#1**

Account Management

Sign In



Sign In

User Name:

Password:

Remember me next time.

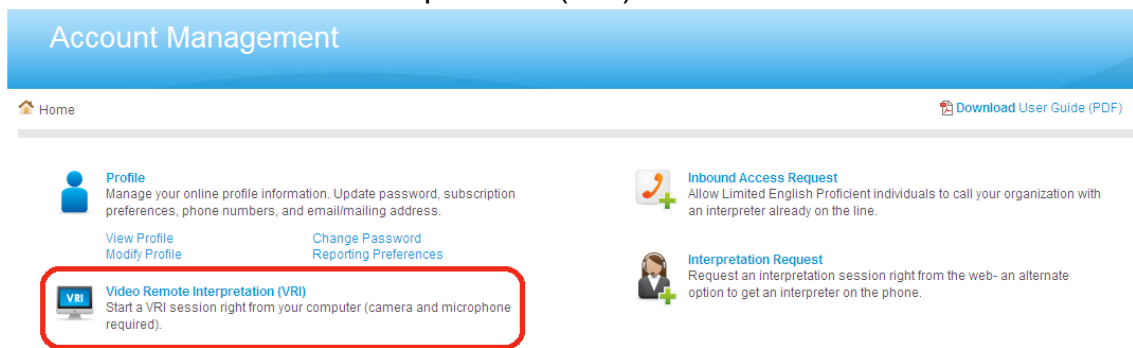
[Sign In](#)

CyraCom's online Account Management

- Monitor and manage Over-the-Phone Interpretation usage
- Add and modify user accounts and settings
- Access real-time reporting and invoicing

If you would like to sign up for a CyraCom Account Management profile please contact your Account Manager or email support@cyracom.com.

4. Click "Video Remote Interpretation (VRI)" on the bottom left.



Account Management

Home [Download User Guide \(PDF\)](#)

Profile
Manage your online profile information. Update password, subscription preferences, phone numbers, and email/mailling address.

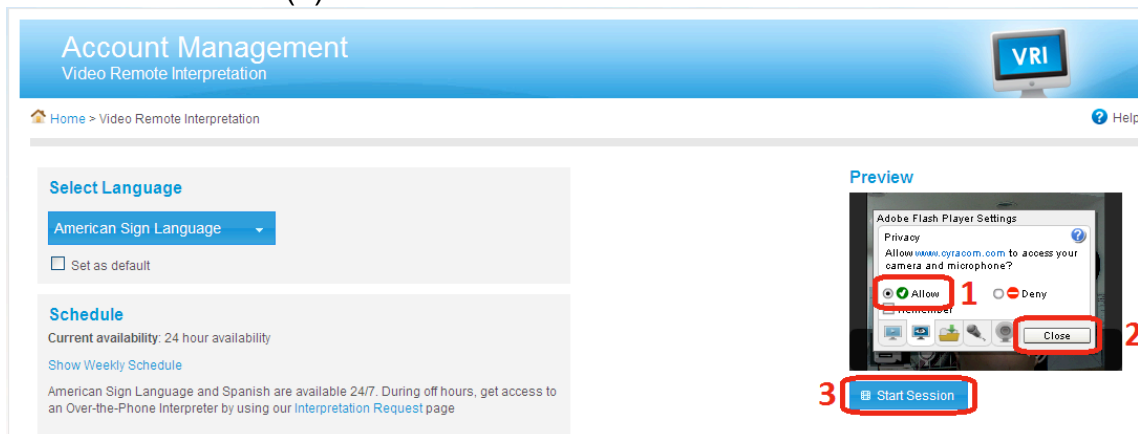
[View Profile](#) [Change Password](#)
[Modify Profile](#) [Reporting Preferences](#)

Video Remote Interpretation (VRI)
Start a VRI session right from your computer (camera and microphone required).

Inbound Access Request
Allow Limited English Proficient individuals to call your organization with an interpreter already on the line.

Interpretation Request
Request an interpretation session right from the web- an alternate option to get an interpreter on the phone.

5. Click "Allow" (1), then "Close" (2) on the video screen on the bottom right and click "Start Session" (3).



Account Management
Video Remote Interpretation

Home > Video Remote Interpretation Help

Select Language

American Sign Language

Set as default

Schedule

Current availability: 24 hour availability

[Show Weekly Schedule](#)

American Sign Language and Spanish are available 24/7. During off hours, get access to an Over-the-Phone Interpreter by using our [Interpretation Request](#) page

Preview

Adobe Flash Player Settings

Privacy

Allow [www.cyracom.com](#) to access your camera and microphone?

Allow (1) Deny

Remember

(2)

(3)

6. Wait for an agent to pick up the call and you may begin.

Procedure for Other Communication Barriers

- Speech Impaired patients will be provided writing materials and other communication devices to facilitate communication.
- For patients with Educational/cognitive barriers, the hospital will make available oral and written materials and instructions in a manner that respects a patient's literacy, educational level, and cognitive functioning.

Restriction of Communication and Information:

The following guidelines govern the restriction of a patient's right to access communication and information:

- A. Examples of restrictions include, but are not limited to:
 1. Limitation or barring of visitors—beyond established policies surrounding visiting hours, etc.
 2. Limitation or barring of phone use or receipt of mail.
 3. Decisions not to discuss or inform a patient of information concerning their care.
- B. The decision to restrict should be a collaborative one among the members of the patient's healthcare team. The patient's Physician should be notified and orders outlining the parameters of the restriction should be obtained.
- C. The restriction should be maintained only as long as the clinical need is present.
- D. Clinical justification of such restrictions are:
 1. The specific right would be physically injurious to the patient; or
 2. Evidence that the specific right, if exercised, would seriously infringe on the rights of others; or
 3. The facility would suffer serious damage if the specific right is not denied; and
 4. There is no less restrictive way of protecting the interests specified above.
- E. Restrictions should be explained in a language that the patient understands.
- F. A patient may voluntarily waive one or more of his/her rights, in the interest of his/her treatment plan, but he/she will retain the right to revoke the waiver at any time.