

TRAINING MODULE: COMMUNICATION WITH PERSON OF LIMITED ENGLISH PROFICIENCY (LEP)

PURPOSE:

To facilitate communication of information about services, benefits, consent forms, waivers of rights, financial obligations, etc., LEP persons in a language which they understand as well as provide for an effective exchange of information between staff/employees and patients/clients and/or families while services are being provided.

POLICY:

Bates County Memorial Hospital ("BCMh") 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. The policy of "BCMh" is to ensure meaningful communication with LEP patients/clients and their authorized representatives involving their medical conditions and treatment. The 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. All interpreters, translators and other aids needed to comply with this policy shall be provided without cost to the person being serviced, and patients/clients and their families will be informed of the availability of such assistance free of charge.

Language assistance will be provided through use of contracts or formal arrangements with organizations providing interpretation or translation services, or technology and telephonic interpretation services. All staff will be provided notice of this policy and procedure, and staff that may have direct contact with LEP individuals will be trained in effective communication techniques, including the effective use of an interpreter.

BCMh will conduct a regular review of the language access needs of our patient population, as well as update and monitor the implementation of this guideline and these procedures, as necessary.

PROCEDURE:

1. Identifying LEP Persons and Their Language

"BCMh" will promptly identify the language and communication needs of the LEP person. If necessary, staff will use a language identification card (such as "I speak cards" available online at www.dss.cahwnet.gov/civilrights/PG584.htm) or posters to determine the language. 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 record.

2. Obtaining a Qualified Interpreter

- a. Cyracom Language Solutions has agreed to provide qualified interpreter services. The hours of availability are 24-hours a day, 7 days a week. In the event an interpreter is needed, the nursing supervisor on duty (660-200-7090) will be responsible for obtaining the qualified

interpreter. Cyracom has 24/7 client support for an questions regarding reporting, service access and performance. Client services can be reached via email at support@cyracom.com or by phone at 1-800-481-3289.

- b. Some LEP persons may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the LEP person will not be used as interpreters unless specifically requested by that individual and after the LEP person has understood that an offer of an interpreter at no charge to the person has been made by the facility. Such an offer and the response will be documented in the person's record. If the LEP person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy, and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provide to the LEP person.
- c. Children and patients will not be used to interpret, in order to ensure confidentiality of information and accurate communication.
- d. The name of the individual who interprets for the patient will be documented in the patient's medical record.

3. Use of the Interpreter Services

Cyracom Language Solutions must be accessed from phones that have conferencing capabilities. Any phone other than patient rooms can be used for Cyracom Language Solutions. Directions for using Cyracom Language Solutions are located on the Resource List which is located on the BCMH Intranet page. A nine minute overview training video is available for staff to view at: <https://vimeo.com/57701537>. The nursing supervisor on duty (660-200-7090) should be contacted if assistance is needed.

If the staff member is unable to determine what language a person is speaking, they should request assistance from Cyracom Language Solutions when the call is placed.

OUTBOUND CALLS

- Dial 8 first then 1-800-481-3293
- Enter your Account Number - 501021030
- Enter your Pin Number – 0630
- Say the language you want.
- Confirm the language
- When asked if you want to add an additional person, say "YES"
- For domestic calls, press 1, for International calls, press 2
- Enter the number you want to reach. (It will not immediately dial.)
- When the interpreter comes online state the name of the person you are calling, or give them instructions for leaving a message.
- Dial 1 to make the call.

INBOUND CALLS

- Ask patient to hold/wait a moment.
- Press TRANSFER or CONFERENCE
- You will get a dial tone and patient is placed on hold.
- Dial 8 first then 1-800-481-3293
- Enter your Account Number - 501021030
- Enter your PIN number – 0630
- Say the language you want
- Confirm your language
- When asked if you want to add an additional person, say “NO”
- When the interpreter comes online tell them your name and that you are conferencing the caller in.
- Press CONFERENCE and all parties will be connected.

4. Providing Written Translations

When translation of vital documents is needed, “BCMh” will submit documents for translation using Microsoft Word. These instructions can be obtained on the BCMh intranet under the “Translation Tools” tab. Original documents being submitted for translation will be in final, approved form with updated and accurate legal and medical information.

“BCMh” will provide translation of other written materials, if needed, as well as written notice of the availability of translation, free of charge, for LEP individuals.

“BCMh” will set benchmarks for translation of vital documents into additional languages over time.

5. Providing Notice to LEP Persons

“BCMh” will inform LEP persons of the availability of language assistance, free of charge, by providing notices in admission areas.

6. Monitoring Language Needs and Implementation

On an ongoing basis, “BCMh” will assess changes in demographics, types of services or other needs that require reevaluation of this policy and its procedures. This will be obtained through Ethnicity Reports from the Electronic Health Record. In addition, “BCMh” will regularly assess the efficacy of these procedures, including but not limited to mechanisms for securing interpreter services, equipment used for the delivery of language assistance, complaints filed by LEP persons, feedback from patients and community organizations, etc.