Paradise Valley Hospital DEPARTMENTAL POLICIES AND PROCEDURES		Page(s):	6
		Saved As:	Interpreter Services: Patient with Special Needs: Sensory Impaired and Language Barriers
Subject:	87200-377 Interpreter Services: Patient with Special Needs: Sensory Impaired and Language Barriers	Formulated:	2011
Manual:	Patient Care Services	Last Reviewed:	OCT 2026
Approved:	Med/ICU Committee 9/17/2026; MEC 10/13/2026; Governing Board 10/26/2026	Next Review:	OCT 2029

PURPOSE:

It is a goal of the hospital to have effective communication with all patients regarding their care.

POLICY:

It is the policy of the hospital to comply with the requirements of the Americans with Disabilities Act (ADA) to provide effective means of communication for patients, family members and hospital visitors.

1. The hospital recognizes the special needs and concerns of individuals who are sensory impaired or are Limited English Proficient (LEP). The hospital will provide special communication devices to hearing impaired patients along with qualified interpreters and translation services to patients in accordance with applicable State and Federal Laws. The hospital understands that LEP and sensory impaired individuals may require interpreter services in clinical and administrative settings to obtain equal access to health care. Interpreter services are available for patients twenty-four hours a day, seven days a week.

2. Bilingual staff should not participate in any interpretation circumstance other than that which is considered a part of common courtesy, i.e., greeting a patient or visitor, providing basic directions around the hospital, etc., unless they are hospital approved. Further, they are not required to participate in any interpretation circumstance which they believe to be disruptive to their normal job assignment, contrary to their own beliefs and values, or which may require special/technical understanding beyond their scope of practice.

3. To ensure access to health care information and services for LEP, non-English-speaking, and sensory impaired patients the hospital shall:

    3.1. Adopt and review a policy periodically for providing language assistance services to patients with communication barriers.

    3.2. The policy shall include procedures for providing, to the extent possible, as determined by the hospital, the use of an interpreter whenever a language or communication barrier exists, except where the patient, after being informed of the availability of the interpreter service, chooses to use a family member or friend who volunteers to interpret. In the event of an informed consent, an approved hospital interpreter must be used.

    3.3. The hospital shall annually transmit to the State Department of Public Health a copy of the updated policy and shall include a description of its efforts to ensure adequate and speedy communication between patients with language or communication barriers and staff. (California Health and Safety Code Section 1259).

    3.4. Develop, and post in conspicuous locations, notices that advise patients and their families of the availability of interpreters, the procedure for obtaining an interpreter and the telephone numbers where complaints may be filed concerning interpreter service problems, including, but not limited to, a Telecommunication Device for the Deaf (T.D.D) number for the hearing impaired.

        a. The notices shall be posted, at a minimum, in the emergency room, the admitting or patient registration area, the entrance, and in outpatient areas.

b. Notices shall inform patients that interpreter services are available upon request, shall list the languages for which interpreter services are available, shall instruct patients to direct complaints regarding interpreter services to the state department, and shall provide the local address and telephone number of the state department, including, but not limited to, a T.D.D. number for the hearing impaired.

PROCEDURE:

1. Notification of Rights: Informs LEP and non-English speaking patient/families of the following:

    1.1. A qualified interpreter will be arranged at no cost for discussion of information necessary for healthcare or financial decisions.

    1.2. Not to rely on their friends or family members as interpreters.

2. Identification of patients who require interpreter services or assistive devices for sensory impairments.

    2.1. Upon admission, identify and record a patient's sensory impairment and/or primary language and dialect on the patients' medical record.

    Note: If the patient is a minor, is incapacitated, or has a designated advocate, the communication needs of the parent or legal guardian, surrogate decision-maker, or legally authorized representative is documented in the medical record.

3. Use of Interpreters

    3.1. Interpreters shall be used in any situation where clear and effective communication is necessary.

    3.2. All interpreter services provided will be documented in the medical record.

    3.3. In emergency situations, treatment will be provided in accordance with standard medical practice. Emergency care will not be delayed pending the arrival of an interpreter. All reasonable efforts will be made promptly to locate an interpreter – this includes the use of over-the-phone interpreter services.

    3.4. Minors are not to be used as interpreters.

    3.5. Family and friends, with the exception of Activities of Daily Living should not be asked or required to interpret.

        a. Even if the refusal of an interpreter is made by a patient or family member, the hospital reserves the right to have a qualified medical interpreter present during any encounter.
        b. Document in the medical record that the interpreter or communication aids were offered and declined by the patient or patient's family member/surrogate decision maker.

4. Written Translations

    4.1. Any foreign language document given to patients and families by or on behalf of the hospital must be organizationally approved. Free auto translation sites (i.e., Google translate) will not be used.

5. Approval of Interpreters

    5.1. The Human Resources Department is responsible for the evaluation of a prospective interpreter's qualifications. Individuals interested in interpreting, including bilingual staff, must be approved by the Human Resources Department as deemed qualified.

    5.2. The Human Resources Department is responsible for preparing and maintaining as needed a list of interpreters who have been identified as proficient in sign language and in the languages of the population of the geographical area serviced who have the ability to translate the names of body parts, injuries, and symptoms.

6. Staff Training and Resources

    6.1. The hospital shall ensure that staff, physicians, and other appropriate personnel are trained in the following:

        a. Communication needs of the sensory impaired, LEP and non-English speaking patients.
        b. When and how to use interpreters.

c. How to use a TDD, over-the - phone interpreter services, other communication aids or other independent contracted medical interpreters.

6.2. For additional assistance, contact the nursing office or social services.

WORKING EFFECTIVELY WITH A MEDICAL INTERPRETER:

1. Allow the interpreter to greet you and to provide an interpreter ID number.
2. Document the interpreter ID number in the medical record.
3. Provide the interpreter with a brief explanation of the call.
4. Allow the interpreter to introduce him/herself to the patient.
5. Speak directly to your patient and make eye contact.
6. Speak in the first person.
7. Use short but complete phrases.
8. Avoid slang, jargon, or metaphors.
9. Allow the interpreter to clarify linguistic and cultural issues.
10. Remember that each statement will be repeated and all information will be kept confidential.

Hearing Impaired Patient

1. The hearing-impaired person must be able to choose the mode of communication that services his/her needs; sign language through an interpreter, written notes, lip-reading, Telecommunication Device for the Deaf (TDDs) / Teletypewriter (TTYs), Video Remote Interpretation (VRI), or other assistive devices.
2. All aids needed are provided without cost to the person being served.
3. Interpreters are called at the patient's request and when the need is identified.
4. Assessment of a patient's hearing impairment is documented in the record to alert all caregivers so that special needs can be addressed when delivering care.
5. Telecaption Decoder

    5.1. Closed caption device for the hearing impaired to be able to watch television. Engineering is to be notified to activate.

6. State Relay

    6.1. For telephone communication with a hearing-impaired person with a telecommunication device, State Relay provides an operator who acts as an interpreter for you and the person you are calling.

Visually Impaired Patient

1. The staff or interpreter will read fully, upon request, and provide assistance, if necessary, in completing consent forms, financial responsibility forms, advance directive forms and other documents.
2. The staff will orient the patient to the physical layout of the room (including the location and operation of the call light) keeping the environment free of obstacles, bearing in mind the patient's safety at all times.
3. Service Animals: the hospital can make the necessary accommodation for a vision impaired/blind patient who uses a service animal. Room assignments will be made as appropriate to allow the service animal to remain with the patient during the hospital stay.

COMPETENCY/TRAINING REQUIREMENTS:

Formal competency will be validated upon initial hire and annually for impacted staff and maintained in the employee file. Staff who are unable to demonstrate competence will require remediation or additional training as needed. Failure to complete required competencies may result in disciplinary action, suspension, or termination.

CROSS REFERENCE:

- Service Animals on Hospital Premises (IC Manual)

DISCLAIMER:
Policies and procedures are guidelines and do not establish standard of care. They provide appropriate framework, but the actual standard of care can only be established by considering the specific clinical presentation and applying professional judgment.

REFERENCES:

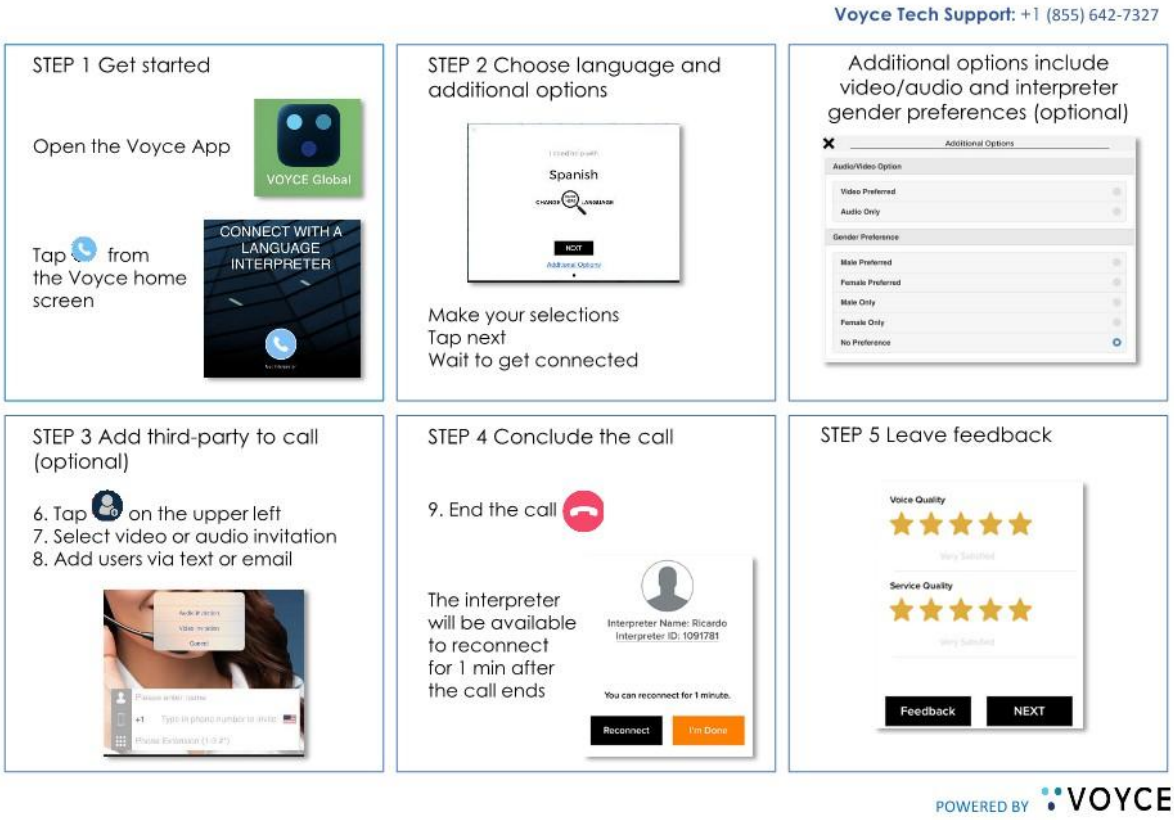
- Americans Disability Act (Title III)
- Americans with Disabilities Act (1990)
- American Disabilities Act Requirements: Effective Communication. (2014, January). Retrieved from https://www.ada.gov/effective-comm.htm
- Civil Rights Act (1964; HHS; Title VI 1964) Rehabilitation Act (1973)
- Joint Commission Standard: HR.01.01.01, PC.02.01.21, RI.01.01.03, 2025

ADDENDA:

- Usage Instructions (VOYCE)
- List of Languages

ADDENDUM 1:

VOYCE APP USAGE INSTRUCTIONS



VOYCE 123 (OPI) OVER THE PHONE

AUDIO ONLY: (855) 339-5082 PIN: xxxxx

AUDIO CALL INTERPRETATION INSTRUCTIONS:

- Dial (855) 339-5082
- Enter Access Code (PIN: xxxxx) followed by the pound sign (#)
- Press 1 for Spanish, Press 2 for Arabic, Press 3 for Polish, Press 4 for Vietnamese
- Press 5 for All Other Languages
- An operator will answer within 30 seconds
- The operator will ask which language you need assistance with and the department name
- Once language is confirmed, the operator will connect you with the appropriate interpreter
- The interpreter will identify themselves by name and interpreter ID. Please make note for documentation purposes
- The interpreter can add a third party to the call upon request

NOTE:
When the session is complete, be sure to hang up the line to ensure the session is closed.

TIPS WHEN USING AN INTERPRETER: Try to avoid idiomatic speech, using profanity or slang, and avoid multiple questions in one sentence. Speak directly to the patient rather than the interpreter.

Tech Support: support@voyceglobal.com | (855) 642-7327

VOYCE

ADDENDUM 2

LIST OF LANGUAGES

Prime Healthcare

Saving hospitals. Saving jobs. Saving lives.

English
Point to your language. An interpreter will be called.
The interpreter is provided at no cost to you.

Albanian Shqip
Tregoni me gisht gjuhën tuaj. Do të thërrasim një përkthyes. Përkthyesi do të merret falas për ju.

Arabic عربي
أشر إلى لغتك. وسوف يتم جلب مترجم فوري لك.
سيتم تأمين المترجم الفوري مجانا.

Bengali বাংলা
আপনার ভাষার দিকে নির্দেশ করুন। একজন দোভাষীকে ডাকা হবে।
দোভাষী আপনি নিখরচায় পাবেন।

Bosnian Bosanski
Pokažite svoj jezik. Prevodilac će biti pozvan.
Prevodilac je obezbijeđen bez troškova za vas.

Burmese မြန်မာ
သင့်ဘာသာစကားကို ညွှန်ပြပါ။ စကားပြန် ခေါ်ပေးပါမယ်။
သင့်အတွက် စကားပြန် အခမဲ့ ပေးပါမယ်။

China
請指認您的語言，以便為您提供免費的口譯服務。
请指认您的语言，以便为您提供免费的口译服务。

Cantonese	廣東話	广东话
Chaochow	潮州話	潮州话
Fukienese	福建話	福建话
Mandarin	國語	普通话
Shanghai	上海話	上海话
Taiwanese	台灣話	台湾话
Toishanese	台山話	台山话

Farsi فارسي
به زبان موردنظر اشاره کنید. ما برای شما مترجم می آوریم.
این کار هیچ هزینه ای برای شما نخواهد داشت.

French Français
Pointez vers votre langue et on appellera un interprète qui vous sera fourni gratuitement.

German
Zeigen Sie auf Ihre Sprache. Ein Dolmetscher wird gerufen.
Dieser Service wird Ihnen kostenlos zur Verfügung gestellt.

Greek
Δείξτε τη γλώσσα σας. Θα κληθεί ένας διερμηνέας.
Ο διερμηνέας παρέχεται χωρίς χρέωση για εσάς.

Haitian Creole Kreyòl
Lonje dwèt ou sou lang ou pale a epi n ap rele yon entèprèt pou ou. Nou ba ou sèvis entèprèt la gratis.

Hebrew עברית
הצבע על שפתך. אנו ניצור קשר עם מתרגם.
המתרגם ניתן ללא עלות מצדך.

Hindi हिंदी
अपनी भाषा पर इंगित करें और एक दुभाषिया बुलाया जाएगा।
दुभाषिये का प्रबन्ध आप पर बिना किसी खर्च के किया जाता है।

Italian Italiano
Puntare sulla propria lingua.
Un interprete sarà chiamato. Il servizio è gratuito.

Japanese
母国語を示してください。通訳者が呼ばれます。通訳者が無料で提供されます。

Karen ပုၤကညီကျိာ်
ဒုးနဲာ်ဆုနကျိာ်တက့ာ်. တ်ကကီးန့ဲ်နုၤပုၤထဲကျိာ်ထံကုၤတ့ာ်.
ပုၤထဲကျိာ်ထံကုၤတ့ာ်အံၤတလာ်နုၤအပူၤဘဉ်.

Korean 한국어
귀하께서 사용하는 언어를 지적하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.

Nepali नेपाली
आफ्नो भाषातर्फ औंल्याउनुहोस्। एक दोभाषेलाई बोलाइनेछ।
तपाईंको विना कुनै खर्चको, एकजना दोभाषे उपलब्ध गराइनेछ।

Pashto پښتو
خپل ژبې ته اشاره وکړئ. یو ژباړونکی به را و بللی ش
تاسو ته ژباړونکی ویړیا برابر ولی شي.

Polish Polski
Proszę wskazać swój język i wezwiemy tłumacza.
Tłumacza zapewnimy bezpłatnie.

Portuguese Português
Indique o seu idioma. Um intérprete será chamado.
A interpretação é fornecida sem qualquer custo para você.

Russian Русский
Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.

Somali Afsoomaali
Farta ku fiiq luqadaada... Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.

Spanish Español
Señale su idioma y llamaremos a un intérprete.
El servicio es gratuito.

Swahili Kiswahili
Onyesha lugha yako. Ataitishwa mkalimani.
Utapewa mkalimani bila ya gharama yoyote kwako.

Tagalog
Ituro po ang inyong wika.
Isang tagasalin ang ipagkakaloob nang libre sa inyo.

Thai ไทย
ช่วยชี้ที่ภาษาที่ท่านพูด แล้วเราจะจัดหาล่ามให้ท่าน
การใช้ล่ามไม่ต้องเสียค่าใช้จ่าย

Tibetan བོད་སྐད།

Ukrainian Українська
Вкажіть вашу мову. Вам викличуть перекладача.
Послуги перекладача надаються безкоштовно.

Urdu اُردو
اپنی زُبان پر اشارہ کریں اور ایک ترجمان بلایا جائیگا. ترجمان
کا انتظام آپ پر بغیر کسی خرچ کے کیا جاتا ہے.

Vietnamese Tiếng Việt
Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.

Yiddish אידיש
ווייזט אן אויף אייער שפראך און מ'וועט רופן א דאלמעטשער. דער דאלמעטשער וועט צוגעשטעלט אומזיסט, עס וועט אייך גארנישט קאסטן.

American Sign Language
Point to your language.
An interpreter will be called.
The interpreter is provided at no cost to you.

POWERED BY: VOYCE