

UK HealthCare Interpreting Services



Patients and families who have limited English proficiency (LEP) need a medical interpreter.

When in doubt, use an interpreter. Use of qualified medical interpreters is UK policy and compliant with federal law, state statute and The Joint Commission.

FAQs for interpreting services:

- **How do I get an interpreter?**
 - Depends on facility. There are staff Spanish interpreters available by pager in most areas. Sign Language and Japanese staff available by appointment. **ALL areas have phone and video interpreting.** Check CareWeb or ask staff for assistance:
<https://careweb.ukhc.uky.edu/Interpreters/ChandlerHospitalinterpreters.aspx>
- **Can I use the patient's family/child? They are here and don't mind?**
 - **NO**, we are not allowed to do that.
- **I speak some Spanish, do I need an interpreter?**
 - Yes, we need to use medical interpreters. (See policy for details and language concordant care options)
- **I have a translation app, can I use that?**
 - **NO!** Those can be very inaccurate.
- **Do we have an interpreter for this language?**
 - Most languages are on our phone service (Cyracom); others may have live video or by appointment.
- **Special situations/complex discharge?**
 - Interpreters for some languages, like Nepali, Arabic, Swahili and French, may be called in with advance notice.
 - Contact the Language Service Coordinator with special requests. 218-0455; 330-7426
- **What if the patient insists he doesn't want an interpreter/wants friend to do it?**
 - There is a waiver of services form that may be used. The form (along with other Spanish forms), can be found on the Forms link, CareWeb.
<http://www.hosp.uky.edu/policies/forms.asp>

UK Policy for Use of Interpreters follows below. Please contact the Language Services Coordinator with questions. Sarah Hesler, 218-0455, sarah.hesler@uky.edu

<http://www.hosp.uky.edu/policies/viewpolicy.asp?PolicyManual=10&PolicyID=4220>



University of Kentucky / UK HealthCare Policy and Procedure	Policy # A11-125
Title/Description: Use of Interpreters for UK HealthCare Patients	
Purpose: To set forth the policy and procedures for the use of interpreters for non-English speaking patients and patients who are hearing impaired.	

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Policy

Patients have a fundamental right to considerate care that safeguards their personal dignity and respects their cultural, psychosocial, and spiritual values. The UK HealthCare Enterprise shall respect the rights of patients to be involved in all aspects of their care. Patient involvement requires effective communication, and effective communication requires that information be presented in ways that are understandable to patients and their families. Patient assessment includes identifying barriers to effective communication.

As required by federal law and The Joint Commission, UK HealthCare shall provide effective communication with patients, families and visitors. UK Healthcare will identify the patient's preferred language for discussing health care and provide resources including spoken language interpreters and American Sign Language interpreters for patients who are unable to communicate effectively in English, or whose hearing loss prevents effective oral communication. Patients with limited proficiency in English or with hearing impairments shall be advised that interpreters are available to them at no cost.

Patients electing not to use a UK HealthCare language interpreter shall sign a Waiver of Interpreter Services form.

Procedure

Guidelines for Interpretation

1. Staff shall not use friends or family members as an interpreter unless a Waiver of Interpreter Services has been signed. Minors shall NOT be used as interpreters.
2. Interpreting services shall be provided by UK Healthcare through qualified medical interpreters; only staff members that meet the requirements for qualified medical interpretation may provide interpreting services for patient care.
3. Translation and interpretation software is often inaccurate and shall not be used.
4. Healthcare providers shall use qualified medical interpreters at the following points in care:
 - (a) When obtaining a medical history and performing physical examinations;
 - (b) When performing other patient assessments;
 - (c) When obtaining consents for treatment;
 - (d) When providing treatment;
 - (e) When patients are receiving or recovering from sedation or anesthesia;
 - (f) When arranging discharge and post-hospital care; and
 - (g) When providing patient education and discharge instructions.

Interpretation for Spoken Languages

1. UK HealthCare employs Japanese and Spanish interpreters. For site-specific instructions on contacting an interpreter, please refer to the [Interpreters](#) link on CareWeb.
2. For other languages or when an in-house interpreter is not readily available, staff shall use the CyraCom interpreting service for assistance. CyraCom instructions are found on the CareWeb page under [Interpreters](#). Under special circumstances, additional resources may be available. Contact the Language Services Coordinator to determine if other resources are available.
3. Healthcare providers shall document the name of the interpreter or the CyraCom interpreter ID number, whenever an interpreter is used.

Interpretation for Hearing-Impaired Patients

Video Remote Interpreting (VRI) is available for American Sign Language 24 hours a day, 7 days a week. This service is available with web camera and microphone connection. Access instructions are available on CareWeb, under [Interpreters](#).

UK Healthcare also employs licensed American Sign Language (ASL) interpreters as temporary employees, available by appointment. For site specific instructions regarding the scheduling of ASL interpreters, please refer to the [Interpreters](#) link on CareWeb.

Language-concordant Care

Language-concordant care refers to a health professional who interacts directly with a limited-English proficient (LEP) patient in the patient's preferred language. Language-concordant care

is direct communication with a patient or patient's family and does not entail interpreting a third person's communication with that patient. If the health professional is fluent in the patient's preferred spoken language, a qualified medical interpreter may not be needed. For any health professional using a language other than English for language-concordant care, documentation of oral proficiency in that language must be available.

Documentation of oral proficiency in the target language (L2) can be provided through any of the following: A degree from an institution of higher education where L2 is spoken, diploma for high school graduation of the country where L2 is spoken, ACTLF Oral Exams (American Council on the Teaching of Foreign Languages) 3.5/Advanced Mid-Level, ACTFL comparable evaluation.

In the case of American Sign Language, UK Healthcare uses only certified interpreters who are licensed with the state of Kentucky. Providers with knowledge of American Sign Language shall have documentation of certification in order to provide language-concordant care.

Written Resources

Written resources in Spanish and some other languages include patient education material, legal documents such as authorization and agreements, and operative and transfusion consents. Patient education material is available from the Health Information Library in various learning modes. In collaboration with UK HealthCare Language Services, information is available in languages other than Spanish. Legal documents may be obtained from the CareWeb under Resources-Forms, Patient Works, e-forms, or PCA stations on each admitting and registration unit.

Translation of Documents

Spanish Interpreters II are competent to translate documents. The Health Information Library and the UK HealthCare interpreters collaborate to find accurate and approved translations for languages other than Spanish. Refer to [A06-040, Document Translation](#) for details on how to access this service.

Persons and Sites Affected

Enterprise Chandler Good Samaritan Kentucky Children's Ambulatory Department

Policies Replaced

Chandler HP11-17 Good Samaritan Kentucky Children's CH
 Ambulatory KC Other

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11/11/2012; 04/11/2014

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