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FACILITY: HSHS St. Vincent Hospital HSHS St. Mary's Hospital HSHS St. Nicholas Hospital HSHS St. Clare Hospital Libertas Treatment Center	MANUAL: Nursing
TITLE: Interpreter, Translator Service	ORIGINATING DEPARTMENT: Administration
SUPERSEDES: SVGB 100-07-007, 100-07-024 SMGB A-4079 SNS SSC Interpreter policy SCO HWPP808, HWPP51	POLICY NUMBER: GN-007

I. POLICY:

Interpreting services and/or written translated materials are provided to non-English speaking and/or deaf, hard-of-hearing, or speech-impaired patients and families through MARTTI,* in-house interpreters and/or contracted vendors.

II. PURPOSE:

- To provide communication of necessary medical information.

III. GUIDELINES/PROCEDURES:

A. During the admission process, patients/family members/support persons will be asked to identify the patient's preferred language.

1. If English is not the patient's primary and/or preferred language assess if interpreter services are needed.
 - a. Inform the patient that they are not charged for this service.
 - b. If staff believes that the situation requires a professional interpreter, inform the patient, via an interpreter, that an interpreter will need to be present while services are provided.
 - c. Family members under 18 years of age are discouraged from interpreting for patients. Family members 18 years and over may interpret with patient's permission and at patient's request when patient's do not wish to utilize a professionally, medically trained interpreter. HSHS retains the right and recommends having a professional (shadow) interpreter present while the family is interpreting for the patient to insure accuracy and thoroughness of interpretation.
 - d. If a patient declines the help of an interpreter, record in the medical record that an interpreter was offered, but the offer was declined.
2. If an interpreter is needed, utilize the MARTTI unit (MARTTI instructions can be found on the HSHS intranet under Resources, Diversity).
3. When a patient needs an on-site interpreter:

There are times when the MARTTI unit isn't the best means for providing interpretation such as: life or death situation, signing of consents, patients experiencing a psychotic episode, patients undergoing tests that would prevent the use of a MARTTI (e.g. MRI, PET). To obtain an on-site interpreter contact Telecommunications by dialing "0." Departments that need to schedule an interpreter directly need to use the approved vendors only:

- a. **Primary On-Site Vendor** – All hospitals: *Connecting Cultures* toll free 866-687-0407 or 920-857-3131

- b. **Secondary On-Site Vendors** are utilized **only** when *Connecting Cultures* is unable to meet the patient's needs:
- All hospitals, Libertas: *International Translators* 920-351-4050 (including Somalian).
 - All hospitals, Libertas: *Leanne Helmrich Sign Language Interpreter* 920-246-5383
 - All hospitals, Libertas: *Sign Language Group* 920-720-3046 or pager 920-419-7001
 - SNS: *Hear Wisconsin* (Communication Link is the department within *Hear Wisconsin*) 800-542-9838

4. Hospital colleague documents the start and end time on the voucher of the approved agency interpreter that HSHS colleague has scheduled so payment can be processed. Hospital staff should sign interpreter services vouchers for those interpreters HSHS has scheduled and not for interpreters that have not been scheduled by the hospital or hospital department.

5. When an on-site interpreter needs to be canceled:

If the situation changes and the services of an on-site interpreter are no longer needed, the vendor needs to be contacted and services canceled immediately. Contact Telecommunications to cancel an appointment. If a department has set up an on-site interpreter directly, they are responsible for canceling that service immediately.

B. When a patient has a hearing impairment or is deaf:

1. Determine if a sign language interpreter is needed and/or requested.
2. Inform the patient the telephones in the patient rooms contain a "volume" button and a "volume plus" button to adjust the volume for those who are hard of hearing.
3. Utilize the MARTTI unit for American Sign Language (ASL).
4. If the MARTTI unit is not an option and an on-site ASL interpreter is needed, utilize an approved vendor listed above.

a. Family members are permitted to interpret **ONLY** if it is requested or specified by the patient. Family members under 18 years of age are discouraged from interpreting for patients. Family members 18 years and over may interpret with patient's permission and at patient's request when patient's do not wish to utilize a professionally, medically trained interpreter. HSHS retains the right and recommends having a professional (shadow) interpreter present while the family is interpreting for the patient to insure accuracy and thoroughness of interpretation.

b. Wisconsin Relay Service (WRS) is a confidential, 24 hour service provided at no cost to callers when calling within the local calling area. WRS is a communication service that links those who can hear and are using a standard voice telephone with people who are deaf, hard-of-hearing, deaf-blind, and speech-disabled who use text telephone (TTY) or text messaging. The HSHS colleague would dial (9) 7-1-1 and the communication assistant (relay operator) will tell the telephone user what the party is typing and types to tell the other party what the telephone user is saying. Colleagues should dial an outside line and then 7-1-1 or can call the services directly at:

- TTY 800-947-3529
- Telebraille 800-947-3529
- Voice 800-947-6644
- Voice Carry-Over (VCO) 877-490-3724
- Speech to Speech (STS) 800-833-7637
- Hearing Carry-Over (HCO) 800-947-3529
- Spanish to English 877-490-3723
- Spanish to Spanish 800-833-7813
- 900 Toll Call 900-230-7575
- Customer Support
 - 800-676-3777 (TTY)
 - 800-676-4290 (Espanol)
 - 888-269-7477 (CapTel)
 - 866-670-9134 (CapTel-Espanol)
 - 877-787-1989 (Speech-disabled only)

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- 866-931-9027 (Voice Carry-Over only)

C. When a patient is looking for resources due to their visual impairment, Wisconsin's Office for the Blind and Visually Impaired, 800-879-0017, serves as an additional resource for patients who are visually impaired. Resources include helping patients in making the adjustment to vision loss, assessing optical aids/lighting, teaching new ways to do daily tasks, connecting people with vision loss support groups, teaching how to get around safely in the community, suggesting resources and giving information about eye diseases and disorders.

D. When a phone interpreter or three way call is needed:

If an on-site interpreter cannot be provided, consider utilizing a phone interpreter. To contact a phone interpreter for a hospitalized patient contact Telecommunications. If a department needs to schedule a phone interpreter directly, the approved vendor is *MARTTI company* (aka *MARTTI*). To contact *MARTTI company* via phone, dial 855-837-8682. Access Codes are as follows:

- SNS – 52617
- SVGB – 52618
- SMGB – 52619
- SCO – 2160603

Three-way calls may also be set up when needing to communicate with patients or their emergency contacts when they are away from the hospital. To initiate a three-way call contact Telecommunication. If departments need to schedule a three-way call directly, contact the *MARTTI company*. When contacting Telecommunication or *MARTTI company* directly, inform them of the language needed, the name of the person attempting to reach, and the person's phone number. Three way calls are also recommended for non-English speaking patients for pre-admission calls, discharge follow up calls, appointment reminders or when contacting patients' families who do not speak English.

Connecting Cultures and *International Translators* are also available for phone interpretation if the *MARTTI company* is not available.

E. Contracted interpreters must meet hospital requirements before providing services as designated in their individual contract.

F. Colleagues are discouraged as serving as medical interpreters (via foreign language or American Sign Language) for patients. Colleagues who have been tested through Connecting Cultures and passed the foreign language competency test may utilize their language skill for the patients they are caring for. Note these colleagues are not considered medical interpreters; they have been tested for oral language competency only.

G. Colleagues are encouraged to document the use of the professional, medical interpreters in the patient's medical record including interpreter's professional ID number and name when discussing medical or legal issues with patients. For ease of documentation, employees can use the smart phrase *interpreter* in EPIC to assist them in their documentation.

H. For assistance, please contact the following:

1. Erin Choate at erin.choate@prevea.com 920-429-1758
 - a. Billing
 - b. MARTTI units/communication
 - c. On site interpreters
 - d. Phone interpreters
2. Lynne Rose at lynne.rose@prevea.com or 920-272-1558
 - a. Translation of documents
 - b. Coordinating verbal language competency testing for staff

I. Translated medical record forms are submitted to Forms Committee for approval. (See *Forms Approval Process – Medical Records* policy, AD-005.)

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IV. REFERENCES:

Title VI of the Civil Rights Act, 1964

Executive Order 13166

Title XI of the Education Amendments of 1972

Policy guidance from the Office of Civil Rights regarding compliance with Title VI, 2004

Title III of the Americans with Disabilities Act, 1990

American Medical Association Office Guide to Limited English Proficiency (LEP) Patient Care

The Joint Commission

*MARTTI: The Martti company has developed a HIPAA-approved wireless, two-way video and audio wireless connection to a skilled medical interpreter known as MARTTI. (My Accessible Real-Time Trusted Interpreter). This device is designed to assist with interpretation and language barriers to health care. MARTTI provides 24-hour-per-day, 365-days-per-year access to interpreters including American Sign Language (ASL). MARTTI allows healthcare providers to use a small screen for face-to-face communication or audio interpretation. A MARTTI language guide, MARTTI tutorial and languages available via MARTTI can be found on the intranet under Resources, Diversity, SharePoint site.