

**HARDIN COUNTY GENERAL HOSPITAL
HOSPITAL-WIDE POLICY**

Title: LANGUAGE ASSISTANCE SERVICES

Policy Number: HW 131

Regulation: IDPH 940.120

Effective Date: 5/21/2008

Med Staff:

Admin:

I. POLICY

Hardin County General Hospital shall ensure access to health care information and services for limited English speaking or non-English speaking patients and families through a contractual agreement with SpectraCorp/Certified Languages International.

II. DEFINITIONS

Interpreter – a person fluent in English and in the necessary language of the patient or family, who can accurately speak, read, and readily interpret the necessary second language, or a person who can accurately sign and read sign language.

III. RESPONSIBILITY

The Department of Social Services assumes responsibility for educating the hospital staff of the availability of interpreter services, how to access, and other resources available. The SpectraCorp/Certified Languages International Contract will be on file in the Department of Social Services and be reviewed annually for renewal.

IV. EQUIPMENT

In addition to interpreter services, medical flash cards are available, as well as, access to TDD phone and a voicaid device.

V. PROCEDURES

INFECTION CONTROL: N/A

To meet this requirement, Hardin County General Hospital shall:

- A) Annually review our policy for the provision of language assistance services to patients with language or communication barriers. The use of an interpreter will be provided through SpectraCorp/Certified Languages International, accessible 24 hours a day, 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.
- B) Hardin County General Hospital shall provide a copy of the updated policy annually to the Department of Public Health.
- C) Notices informing patients that interpreter services are available on request shall be posted in the admitting area, hospital lobby, patient waiting room, and emergency room. Notices will instruct patients to direct complaints regarding interpreter services to the Department of Public Health, including the telephone number to call.
- D) A Patient's primary language and dialect will be charted on the medical chart, hospital bracelet, and nursing card.

- E) Employees of Hardin County General Hospital will be notified in writing of our commitment to provide interpreters to all patients who request them.

ACCESSING AN INTERPRETER

- 1) **Dial 1-866-895-7374**
- 2) **When the operator answers, answer the following questions:**
 - a. **Your customer code is 2856634**
 - b. **The language that you need**
 - c. **Your name and patient medical record number**
- 3) **The operator will connect you with an interpreter promptly**

**24 hours a day 7 days a week
Services provided by Certified Languages International**

VI. DOCUMENTATION

Notice of Interpreter Services.