



PC.5.3 The hospital has a process to minimize language barriers by communicating with patients in their primary language or have interpreter services provided at all times.

PC.5.4 The hospital ensures effective communication with patients having special communication needs (e.g., sign language for the hearing impaired patients, and assistance modalities for sight impaired patients).

Standard Intent:

The hospital must ensure easy physical accessibility of all hospital departments to all patients. In addition, the hospital must identify any barriers and implemented processes to eliminate or to reduce them such as:

- Adopting an appointment system.
 - Providing special communication needs to minimize Language barriers.
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PC.6 The hospital has a systematic process for the initial assessment of patients.

PC.6.1 The hospital implements a policy and procedure that defines the assessment process and its scope and content for all care settings (inpatients, outpatients, critical care and emergency room).

PC.6.2 The hospital implements a policy and procedure that defines the assessment process and its scope and content for all categories of patients (adults, geriatrics, pediatrics, pregnant women, trauma patients and others).

PC.6.3 The hospital implements a policy and procedure that defines the assessment process and its scope and content for all disciplines (physicians, nurses, physiotherapists, social service and others).

PC.6.4 The policy defines the staff categories qualified by license, certification, and experience to assess patients.

PC.6.5 The initial assessment aims to identify the general patient's medical and nursing needs and a provisional diagnosis so that care and treatment can be initiated.

Standard Intent:

An effective patient assessment is an ongoing, dynamic process results in decisions about the patient's treatment needs. The scope of assessment policy and procedure must address the following:

- All hospital settings
 - All patient categories
 - All disciplines (healthcare workers)
 - Only qualified individuals conduct the assessments
 - The main aim of the assessment
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PC.7 The initial assessment includes screening patients for pain, functional limitations, and malnutrition.