

# Beaumont®

Subject <b>Obtaining Interpreters for Deaf and Hard of Hearing Patients and Their Companions</b>		No. <b>315-1</b>	Page <b>1 of 2</b>
Content Expert(s) Translation Committee	Prior Issue Date <b>02/20/2013</b>	Issue Date <b>06/29/2016</b>	

## POLICY

To ensure safe, accurate and confidential communication with patients, Beaumont Health System (Beaumont) discourages the use of family members from interpreting any information other than basic demographics. Beaumont will obtain and provide certified American Sign Language and qualified oral interpreters and other auxiliary aids, free of charge, to deaf persons when necessary to provide them an equal opportunity to benefit from the health care services provided through effective communication.

## GENERAL INFORMATION:

1. The deaf patient and/or companion will be informed of the hospital policy: Beaumont shall provide interpretive services free of charge.
2. The form, "To the Deaf or Hearing Impaired Patient and/or Companion" (Form 8100) may be completed by the patient, companion and/or responsible person to assess the needs of the hearing impaired patient or companion.
3. If the Auxiliary aid, Video Relay Interpreting (MARTTI) is not appropriate for the patient (e.g. vision impairment for deaf patients, ineffective based on assessment of functional status of patient and, patient's method of communication, obtain an in-person interpreter.

## OBTAINING INTERPRETERS:

1. Determine the appropriate office for your unit/area:

Division	Hours	Office/Contact	Phone	Fax
(01) Royal Oak	Anytime (24/7)	Nursing Resource Office	(248) 898-0933	(248) 898-7573
(02) Troy	Weekdays	Nursing Administration	(248) 964-5160	(248) 964-5165
	Off-shift/Week-ends	Administrative Supervisor	(248) 995-9852	(248) 964-5165
(03) Grosse Pointe	Weekdays	Nursing Administration	(313) 473-1655	(313) 473-6995
	Off-shift/Week-ends	Administrative Supervisor	(313) 473-6205	(313) 473-6995
Ambulatory	Anytime	Each site will follow the practice of the hospital to which they report.		

2. Call or fax a completed "Requisition for Interpreter Services for Deaf and Hard of Hearing Patients and Their Companions" (form 4711) to the appropriate site/location as noted above.

## **PATIENT CARE – CORPORATE POLICIES**

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## **OBTAINING INTERPRETERS:** (Cont'd)

3. The office responsible for obtaining interpreters will (see grid above):
  - a. Contact the Interpretive Service Agency  
Confirm patient name and location. Provide instructions to interpreter agency as to location.
  - b. Verify accuracy of invoices before forwarding to Accounting Services and authorizing payment.
4. The interpreter will:
  - a. Departments within the hospital: Report to Nursing Office before going to assignment and after assignment is complete.
  - b. Departments located outside the hospital: Report directly to the department and ask for supervisor/manager.
  - c. Sign in before starting assignment and sign out after completing assignment on "Interpreter Time Sheet" (form 4512) (available on the InsideBeaumont web site, forms/templates).
6. Fees are processed as follows:
  - Grosse Pointe: Nursing Administration for inpatient nursing and Emergency Center.
  - Royal Oak: Nursing Resource Office for all departments that report to division 01.
  - Troy: Nursing Administration all departments in division 02 or are located on the Troy campus
  - Ambulatory sites: Will follow the practice of the hospital to which they report.

## **AGENCIES PROVIDING SERVICES FOR HEARING IMPAIRED**

1. Agency will submit invoice to the appropriate facility:
  - Grosse Pointe: Nursing Administration for inpatient nursing and Emergency Center.
  - Royal Oak: Nursing Resource Office
  - Troy: Nursing Administration
  - Ambulatory Sites: Invoices for each site will be processed by the hospital to which they report.

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