

Beaumont®

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Content Expert(s) Translation Committee	Prior Issue Date 02/20/2013	Issue Date 6/29/2016	

POLICY

The Americans With Disabilities Act of 1990 (ADA), Persons with Disabilities Civil Rights Act, Federal Rehabilitation Act of 1973, Section 504, the Deaf Persons' Interpreter Act of 1982, and Michigan Handicappers Civil Rights Act prohibit discrimination on the basis of handicap/disability. It is the policy of Beaumont Health System (Beaumont) to comply with all laws and regulations in providing services to physically and mentally disabled persons and to provide disabled individuals the opportunity to participate in or benefit from the goods, services, facilities, advantages and accommodations of Beaumont.

PURPOSE

To provide qualified sign language or oral interpreters and other auxiliary aids, free of charge, to sensory-impaired persons (patients and their companions) to afford them an equal opportunity to benefit from the health care services provided. The goal of Beaumont is to assure that all patients and their companions within their functional ability experience effective communication with personnel at any facility, clinic, or office. The purpose of effective communication is to ensure that a person with a communication disability can receive information from and convey information to Beaumont personnel.

Family members and/or friends may be used to interpret social/demographic information. All medical information should be interpreted through the use of a certified interpreter/interpretive services/auxiliary aides.

A family member, significant other, support person may interpret basic demographic or social information or medical information in an emergency situation when there are no reasonable means to obtain an interpreter or a professional interpreter is not immediately available.

If a deaf/hard of hearing patient or their companion declines the services of a professional interpreter, a patient appointed informal interpreter (i.e. family or friend) may be used. Documentation of declination must be documented in the electronic medical record.

Whenever the ability of the informal interpreter to accurately communicate information is questioned by the healthcare team, a qualified interpreter will be used, even if the patient or surrogate objects.

SERVICES FOR DEAF AND HARD OF HEARING PATIENTS and THEIR COMPANIONS

1. Interpretive Services

- a. Beaumont shall provide interpretive services free of charge.
- b. Interpretive services (e.g. American Sign Language or oral interpreter) are provided through a contracted agency. Services are obtained through:
 - Ambulatory Sites: Each site will follow the practice of the hospital to which they report.
 - Grosse Pointe: Nursing Office or Administrative Supervisor on off-shifts, weekends and holidays
 - Royal Oak: Nursing Resource Office

PATIENT CARE – CORPORATE POLICIES

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- Troy: Nursing Administration or Administrative Supervisor on off-shifts, weekends and holidays

SERVICES FOR DEAF AND HARD OF HEARING PATIENTS

- c. Situations where certified sign language interpreters are important to assure thorough and accurate communication may include, but are not limited to:
- Discussing symptoms, medical conditions, medications, and medical history
 - Explaining medical conditions, treatment options, tests, medications, surgery, and other procedures
 - Providing diagnosis and recommendations for treatment
 - Communicating during treatment, testing, and physician rounding
 - Obtaining informed consent for treatment
 - Providing instructions for treatments, medications, post-treatment activities, and follow-up
 - Providing information about blood or organ donations
 - Health Education programs
 - Discussing power of attorney, living wills, and complex billing and insurance matters
 - During educational presentations such as birthing or new parent classes, nutrition and weight management programs, CPR and first-aid training

2. Resources (Services and Auxiliary Aids) Available

As a title III entity under the ADA, Beaumont is encouraged to consult with hearing impaired persons who present to its facilities regarding which auxiliary aid or service is appropriate for effective communication. There are various auxiliary aids and services available at Beaumont for hearing impaired persons. Preferred means of effective communication is determined on a case-by-case basis and may include for persons who use sign language or read lips:

- On-site certified American Sign Language Interpreter Service.
- Video Relay Interpreting (VRI) – VRI (*MARTTI units*) is available unless it is not appropriate for the patient (e.g., vision impairment for deaf patients or ineffective based on assessment of person's method(s) of communication). (auxiliary aid).
- On-site oral interpreter

Questions about Beaumont's responsibility as a title III entity under the ADA should be referred to Legal Affairs.

Additional Auxiliary Aids include:

TDD/TTY (Telecommunication Device for the Deaf/Teletypewriter)

Beaumont provides TDD (Telecommunication Device for the Deaf) that serves as a telephone for the deaf. To arrange for this device to be installed on the patient's hospital phone line:

- Contact Facilities/Zone Maintenance at 248-551-6350.

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CLOSED CAPTIONED TELEVISIONS

Closed-captioned televisions are available in most units and will be activated upon request during the admission process. Contact Facilities/Zone Maintenance at 248-551-6350 for assistance if needed. Educational materials are not closed captioned – written information will be provided to patients and support persons as needed.

COMMUNICATION TOOLS(S): Communication Booklet

1. Access Communication Tools: Inside Beaumont → Documents → Forms & Templates → Translated Forms then select the appropriate communication tool.

PATIENT RIGHTS/COMPLAINT MECHANISM

1. Patients have the right to pursue complaints as outlined in the Patient Family and Partners in Care Guide/Patient Rights Brochure.
2. Service Excellence **at each hospital** is responsible for accepting and investigating any complaint.

The Service Excellence department contact for each hospital is as follows:

- Grosse Pointe: 313-473-6816
- Royal Oak: 248-551-0500
- Troy: 248-964-1800

INQUIRIES

Any questions pertaining to this policy should be directed to:

- Grosse Pointe: Nursing Office (313-473-1655) or Administrative Supervisor/Nursing Coordinator (313-473-6205)
- Royal Oak: Nursing Resource Office (x80933)
- Nursing Administration at 248-964-5160/ Administrative Supervisor at 248-964-4144 (pager 248-995-9852)
- Ambulatory Administration: Each site will contact the hospital to which they report

DETAILED PROCEDURES

315-1 Obtaining Interpreters for Hearing Impaired Patients

FORMS

4512 Interpreter/Translator Services Time Sheet

4514 Requisition for Patient Translation

4711 Requisition for Interpretive Services – Deaf and Hard of Hearing Patients and their Companions

8100 To the Deaf or Hearing Impaired Patient and/or Companion

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