

# Beaumont®

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Content Expert(s) Translation Committee	Prior Issue Date <b>2/20/2013</b>	Issue Date <b>6/29/2016</b>	

## POLICY

Beaumont Health System will provide qualified language translation for patients whose ability to speak or understand English is limited so that the patient may fully partake of the services provided by the hospital at no additional cost to the patient.

## GENERAL

1. Translation of healthcare information should be provided by a trained and qualified Healthcare translator.
  - a. The AT&T Language Line may be utilized. Follow the procedure in Policy 316.1- Obtaining Translators for Patients with Limited English Proficiency.
  - b. MARTTI – Video Relay Translator (VRI)
  - c. An on-site translator can be obtained through:
    - Grosse Pointe: Nursing Office (after 3pm daily and on weekends, contact the Administrative Nursing Coordinator)
    - Royal Oak: Nursing Resource Office
    - Troy: Nursing Office (After 3pm daily and on weekends, contact the Administrative Supervisor).
    - Ambulatory: Each site will follow the practice of the hospital to which they report.
  - d. Employee volunteers should not translate healthcare information.
  - e. A family member, significant other, support person may translate basic demographic or social information or medical information in an emergency situation when there are no reasonable means to obtain a translator or a professional translator is not immediately available.
    - If a patient with limited English proficiency declines the services of a professional translator, a patient appointed informal translator (i.e. family or friend) may be used for translation.
    - Whenever the ability of the informal translator is questioned by the healthcare team, a professional translator will be used, even if the patient or surrogate objects.
  - f. Beaumont Health System recognizes that support and input from family or friends is often important for any patient making decisions regarding healthcare. Family and friends are always welcome to join such conversations when requested by the patient. However, to ensure patient autonomy and accurate understanding of complicated medical issues and terms by the patient and the healthcare team alike, a professional translator should always be used when obtaining a history, determining the plan of care, obtaining consent for procedures and completion of advance directives for patients with limited English Proficiency.
  - g. Minor children are not to be used as translators.

## PATIENT CARE – CORPORATE POLICIES

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## **GENERAL** (Cont'd)

### 2. Professional Translation Services

- a. Situations where professional language translators are important to assure thorough and accurate communication may include, but are not limited to:
  - Performing a health assessment
  - Taking histories
  - Explaining medical and surgical procedures, medications and possible side effects
  - Psychiatric evaluation and treatment
  - Obtaining informed consent
  - Explaining legal rights and financial obligations
  - Discharge planning
  - Health education programs
  - Completion of advance directives
  - Discussing diagnosis, prognosis and options for care
  - Establishing patient preferences for end of life care
  - Whenever a suspicion of abuse or neglect arises

## **RESPONSIBILITIES**

### 1. Registration

If a patient's difficulty speaking or understanding English is identified at the time of patient registration, attempts will be made to determine the patient's primary language and enter it in the electronic medical record.

### 2. Nursing Office

- a. It is the responsibility of the Nursing Office to:
  - Provide information on how to access the AT&T Language Line service.
  - Provide information on how to access VRI (Video Relay on-line) Translator service – also known as MARTTI (My Accessible Real Time Trusted Translator)
  - Contact and schedule an appointment for an on-site professional translator for on-site departments and units and inform off-site departments of the procedure for obtaining a professional translator.
  - Track and approve all invoices for interpretive/translation services at the hospital.

### 3. Healthcare Team

- a. It is the responsibility of each member of the healthcare team to recognize a patient's need for translation services and initiate the process for obtaining and providing professional translation services, as specified in this policy. This includes recognizing when a patient with limited English proficiency's chosen informal translator is not competent or appropriate and when the content of the communication falls into any of the categories above which suggest a professional translator.

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## **RESPONSIBILITIES** (Cont'd)

- b. It is the responsibility of the healthcare professional assigned to the patient when translation services are provided to document the following in the patient's medical record:
  1. Need for translation.
  2. Patient's primary language
  3. Revision of the plan of care, incorporating the need for translation service-
  4. Date and time of translation and identity of translator.
  5. Subject matter or content of the discussion, as reported by translator.
  6. Verification of patients' understanding, as reported by the translator.

## **QUESTIONS**

1. Questions regarding 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 at 248-898-0933
  - Troy: 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
2. Questions regarding the Language Line should be directed to Nursing Administration (see above) or AT&T Customer Service (1-800-752-6096).

## **DETAILED PROCEDURES:**

Obtaining Translators for Patients with Limited English Proficiency, Policy 316-1

## **RELATED POLICIES:**

Interpreters for Deaf and Hard of Hearing Patients and their Companions, Policy 315.  
Translation of Written Materials, Policy 359

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