Beaumont®

Subject		No.	Page
Obtaining Translators for Patients with Limited English Proficiency		316-1	1 of 3
Content Expert(s)	Prior Issue Date	Issue Date	
Translation Committee	02/20/13	6/29/2016	

POLICY:
Beaumont Health System will obtain qualified language translation for patients whose primary language is not English or 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.

IDENTIFICATION OF LANGUAGE
1. Attempt to identify the patient's primary language.
   a. Review Face Sheet. A primary language, other than English, may be displayed.
   b. Ascertain from patient, if possible
   c. Ascertain from family member/significant other, if possible

USING LANGUAGE LINE SERVICE
1. It is recommended to use either the conference feature or speakerphone. In the patient's room, these options will not be available, therefore, the health care provider placing the call and the patient may pass the phone back and forth to each other at the translator's request.

2. The health care provider may initiate the call from the workstation, and then use the conference feature to add on the patient room. Communications can provide a speakerphone in the patient's room if necessary, for long-term patients.

3. Dial 1-800-643-2255, which is a twenty-four hour service. A six-digit number is necessary to identify Beaumont Health System: 208013.

4. The Language Line Central Operator will respond:
   - "Language Please?"
   - "Client ID#?" (ID #208013).
   - "Client Name?" (Beaumont Health System).
   - "Employee ID, Badge or Name?" (Give the extension number from where the call is being placed).

5. Remain on the line while the central operator connects you to the appropriate translator who will provide you with his/her identification number, document this identification number in the medical record.

6. Tell the translator exactly what information you need. When the translator has received your request, if you are not using a conference or speakerphone, give the phone to the patient. When the translator has obtained the information, he/she will instruct the patient to return the phone to you. The translator will relay information to you and await further requests.

7. When you have concluded the use of this service, say "END OF CALL".

PATIENT CARE – CORPORATE POLICIES
Disclaimer: User must ensure that any printed copies of this policy/procedure are current by checking the policy/procedure web page before use.

Beaumont®

Subject		No.	Page
Obtaining Translators for Patients with Limited English Proficiency		**316-1**	**2 of 3**
Content Expert(s)	Prior Issue Date	Issue Date	
Translation Committee	02/20/13	6/29/2016	

USING LANGUAGE LINE (Cont'd)

8. **Receiving calls from Non-English Speaking Family Members:**
   a. The call may be transferred to the Language Line as outlined above. The translator will conduct a three-way conversation. A conference call-line or speakerphone will be necessary.

USING MARTTI – VIDEO RELAY INTERPRETING (VRI) SERVICE:

Grosse Pointe	If your area is not assigned a MARTTI (VRI) unit, please call the Nursing Office at extension 1655 to borrow a MARTTI device
Royal Oak	If your area is not assigned a MARTTI (VRI) unit, please call the Nursing Resource Office at extension 80933 to borrow a MARTTI device
Troy	If your area is not assigned a MARTTI (VRI) unit, please call Nursing Administration at extension 45160 to borrow a MARTTI device (after hours contact the Administrative Supervisor) at 248-995-9852.
Ambulatory Sites	Each site will follow the practice of the hospital to which they report.

OBTAINING AN ONSITE TRANSLATOR

In certain circumstances, use of an agency translator may be necessary e.g., the medical information is complex, the patient's age or condition makes use of the Language Line burdensome, translation is needed during prolonged procedures or time periods.

If the language needs of the patient/surrogate cannot be met by using the Language Line or MARTTI (VRI):

1. **Departments within the Hospital**
   a. To schedule an appointment with an agency translator, contact:
      - Grosse Pointe: Nursing Office 313-473-1655or Administrative Supervisor 313-473-6205
      - Royal Oak: Nursing Resource Office 248-898-0933
      - Troy: Nursing Administration at 248-964-5160/ Administrative Supervisor at 248-964-4144 (pager 248-995-9852)
      - Ambulatory: Each site will follow the practice of the hospital to which they report.
   b. The following information will be required:
      - Patient's full name and medical record number
      - Department/unit name, RC (required for tracking purposes only) and location of service.
      - Department contact name and telephone number.
      - Name of personnel approving the service.
      - Language needed.
   c. To avoid late cancellation fees, notify the Nursing Resource Office Royal Oak, Nursing Administration/Administrative Supervisor at Troy, or Nursing Office at Grosse Pointe immediately if service is no longer needed.

PATIENT CARE – CORPORATE POLICIES

Beaumont®

Subject		No.	Page
Obtaining Translators for Patients with Limited English Proficiency		**316-1**	**3 of 3**
Content Expert(s)	Prior Issue Date	Issue Date	
Translation Committee	**02/20/13**	**6/29/2016**	

OBTAINING AN ONSITE TRANSLATOR (Cont'd)

2. **Departments Outside the Hospital**

03 Division – Grosse Pointe	• Complete 'Requisition for Patient Translation Services' (form #4514, available on the Inside Beaumont website, Form Templates). • Fax form to Nursing Office at 313-417-6995. • Nursing Administration will call the vendor to schedule the appointment. • Make sure translator signs in and out on the 'Interpreter/Translator Service Time Sheet' (form #4512, available on the Inside Beaumont website, Form Templates). • To avoid late cancellation fees, notify the Nursing Office immediately if service is no longer needed.
01 Division – Royal Oak	• Complete 'Requisition for Patient Translation Services' (form #4514, available on the Inside Beaumont website, Form Templates). • Fax form to Nursing Resource Office (NRO) at 248-898-7573. • NRO will call the vendor to schedule the appointment. • Make sure translator signs in and out on the 'Interpreter/Translator Service Time Sheet' (form #4512, available on the Inside Beaumont website, Form Templates). • To avoid late cancellation fees, notify the NRO immediately if service is no longer needed.
02 Division - Troy	• Complete 'Requisition for Patient Translation Services' (form #4514, available on the Inside Beaumont website, Form Templates). • Email notification to Nursing Administration • Nursing Administration will call the vendor to schedule the appointment. • Make sure translator signs in and out on the 'Interpreter/Translator Service Time Sheet' (form #4512, available on the Inside Beaumont website, Form Templates). • To avoid late cancellation fees, notify Nursing Administration immediately if service is no longer needed.

Ambulatory Sites: Each site will follow the practice of the hospital to which they report