



**UC Irvine Health**

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Hospital: General Administrative

## Medical Interpreters (Language Access)

### I. DEFINITIONS

- A. Medical Interpreters are individuals fluent in English and a necessary target language. The medical Interpreter provides for the communication needs of patients who have limited English proficiency (LEP or are deaf/hard of hearing). A medical interpreter renders a message spoken or signed in one languages. Medical Interpreters have passed as appropriate certification.
- B. Proficiency Assessed Bilingual Staff are staff who has passed a proficiency exam in a necessary target language. These staff can provide third party interpretation.
- C. Bilingual Staff are those staff who speak a language other than English but have not passed a language proficiency exam

### II. POLICY

- A. The medical center will provide interpreting and translation services for non-English speaking, deaf and hard of hearing patients at the point of entry and throughout the patient's stay. There will be no charge to the patient for these services.
- B. Adult (18 years or older) family members may not be used as interpreters, except in emergent situations where there is no other alternative. Children may never be used as interpreters.
- C. Patients will be assessed for primary language at each point of entry which is equipped with language charts to assist patients in identifying their primary language.
- D. Medical Interpreters are available as follows:
  - Spanish medical interpreters are available M-F 6am-10:30pm. Weekends & holidays 8am-8:30pm
  - Vietnamese medical interpreter is available M-F 7:30am-4:30p
  - All other languages are available 24/7 via interpreter phones
  - American Sign Language is available 24/7 via Video Remote Interpreting
- E. Bilingual staff may use their language skills to care for patients within their scope of practice. They may not be used as third party interpreters unless they have been assessed for proficiency. Proficiency assessed bilingual staff may assist as interpreters. See addendum 2.

- F. On-site Spanish & Vietnamese medical interpreters can only interpret/sign Surgical/Procedural Consent Form if they have been party to the original consent discussion. When the Medical interpreter is used for this consent discussion, the Interpreter must also sign and date/time the consent form. If the Interpreter's role is limited to "verifying" the patient understands the informed consent, the Interpreter will document such.
- G. If the patient or their legal representative's language is not one for which a pre-printed consent form is available (e.g. other than Spanish or Vietnamese), the care provider will use a telephonic interpreter and write the information (e.g. name of procedure, name of physician/s) on the English Surgical/Procedure consent form noting the Badge ID # of the telephonic interpreter used.

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**Attachments:**

-  [Language Access.Addendum 1.docx](#)
-  [Language Access.Addendum 2.pptx](#)


## **MEDICAL INTERPRETERS POLICY**

### **Onsite Interpreters:**

- Spanish Medical Interpreter: M-F 6am-10:30pm. Weekends & holidays 8am-8:30pm
- Vietnamese Medical Interpreter: M-F 7:30am-4pm
- All other languages are available 24/7 via interpreter phones

All requests are placed as follows via the Intranet:

Click: Clinician Tools; Quest; Quest PT Flow – Requests/Transport/BTO

(**Emergency Department:** only to use ED pager # 6189 to request an interpreter

### **Telephonic Interpreter - 24/7**

Telephonic vendor provides 167+ languages with over 180 dedicated analogue phone lines with pre-programmed speed dial feature and unique pins. These “blue phones” are located throughout UC Irvine Medical Center and accessible to all LEP patients (e.g. reception desks, inpatient and outpatient locations).

### **In-person Interpreter for a language other than Spanish and Vietnamese:**

Via Video Remote Interpreter carts located on every floor of DH, Tower, ED, Mental Health and Speech Therapy to be used for Family Meetings only, available languages: Arabic, Portuguese, Burmese, Cambodian, French, Haitian Creole, Hindi, Japanese, Korean, and Mandarin.

For end of life family meetings an in person interpreter can be arranged, M-F 7:30 a.m. – 5:00 p.m. Vendor: Executive Linguist Agency - arranged by calling the Supervisor of Language Services at: (714) 380-4651. Language requested, date and time; patient’s name and location and requestors name extension and pager numbers needs to be provided. As soon as one can be arranged and confirmed you will be notified. At least 6 hours advance notice is required. For rarer languages 8- 10 hour notice is requested.

### **American Sign Language Interpreters 24/7:**

Vendor: Cyacom. Via Video Remote Interpreter carts located on every floor of DH, Tower, ED, Mental Health and Speech Therapy.

Ambulatory and clinics not yet equipped: Vendor: Dayle McIntosh Center- through pre-scheduling. Pre-scheduled service (greater than 3 days advance) fax form to: (714) 620-8370, then call to confirm: (714) 621-3300 ext. 341.

TDD/TTY (Text Telephone for the Deaf) is also available in the surgical reception area and ED.

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