

Interpretation & Translation Services



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What are Interpretation & Translation Services?

- **Interpretation:**

- Spoken/verbal or sign language communication from one language to another

- **Translation:**

- Written communication from one language into another.

WHY use interpreters?



- Federal guidelines and mandates, supported by Joint Commission, require that health care organizations provide persons with Limited English Proficiency (LEP) and Deaf and Hard of Hearing (DHH) access to effective communication in a language that they understand
- Title VI of the Office for Civil Rights (OCR)

WHY use interpreters?



- Department of Health and Human Services (HHS/OCR) issued LEP Guidance on 8/30/00. The guidance includes 14 Cultural and Linguistic Appropriate Services (CLAS) standards.
- Four of the fourteen related to language access are mandated
 - Language assistance provided at no cost to the patient
 - Verbal and written notices informing the patient of the right to receive language assistance services
 - Organizations must assure competency of language assistance. Family and friends should not be used to provide interpreting services
 - Available and easily understood patient-related materials and signage

WHY use interpreters?



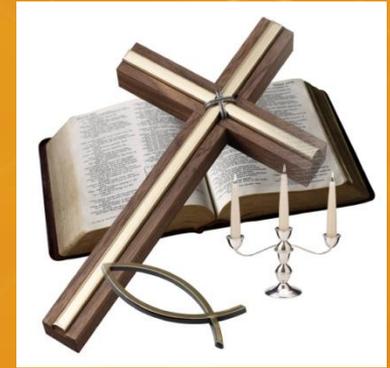
- The Americans with Disabilities, Rehabilitation Act of 1973, Section 504

- Requires provisions of necessary auxiliary aides, such as sign language interpreters, to ensure equal access to federal financial recipients' programs

- Evidence Based Studies

- The Access Project, "What a Difference an Interpreter Can Make - Health Care Experiences of Uninsured with Limited English Proficiency", April 2002
- Journal of Pediatrics, "Errors in Medical Interpretation and Their Potential Clinical Consequences in Pediatric Encounters", January 2003

WHY use interpreters?



○ It's part of our Mission & Values

- Wheaton Franciscan Healthcare is committed to living out the healing ministry of Jesus by providing exceptional and compassionate health care services that promotes the dignity and well-being of the people we serve
- Respect: We value each person as sacred, created in the image and likeness of God, which gives worth and meaning to each person's life

WHO are interpreters?



- Interpreters are trained professionals, fluent in English and another language.
- Primary Goal: to facilitate communication and to serve as a cultural liaison between a healthcare provider and a patient.
- The presence of an interpreter makes it possible for the patient and provider to achieve the goals of their encounter as if they were communicating directly with each other.

WHO can NOT be an interpreter?



- Children under the age of 18
- Friends and Family members of the patient (unless the patient insists and signs a waiver or we are unable to find appropriate resources.)

WHO is responsible...

○ FOR IDENTIFYING LANGUAGE NEEDS?

○ POINT OF ACCESS

- Generally Central Scheduling and Admitting, but any area that schedules patients or works with walk-ins, such as ED & L&D
- Preferred language should be captured on patient's face sheet and documented in the chart.

○ FOR FINDING AN INTERPRETER?

- Unit/Department Providing the Service

○ FOR USING INTERPRETERS?

- Anyone delivering patient care

WHAT Interpreter Resources are available for the WFMG?

- *CyraCom*, our vendor for telephonic interpreting
- WFH Staff Interpreters
- Bilingual Employees (only if assessed for competency and if other resources are not available.)
- Contracted agencies for in-person interpreters



Interpreting Resources

CYRACOM -TELEPHONIC INTERPRETING

(most cost effective resource)

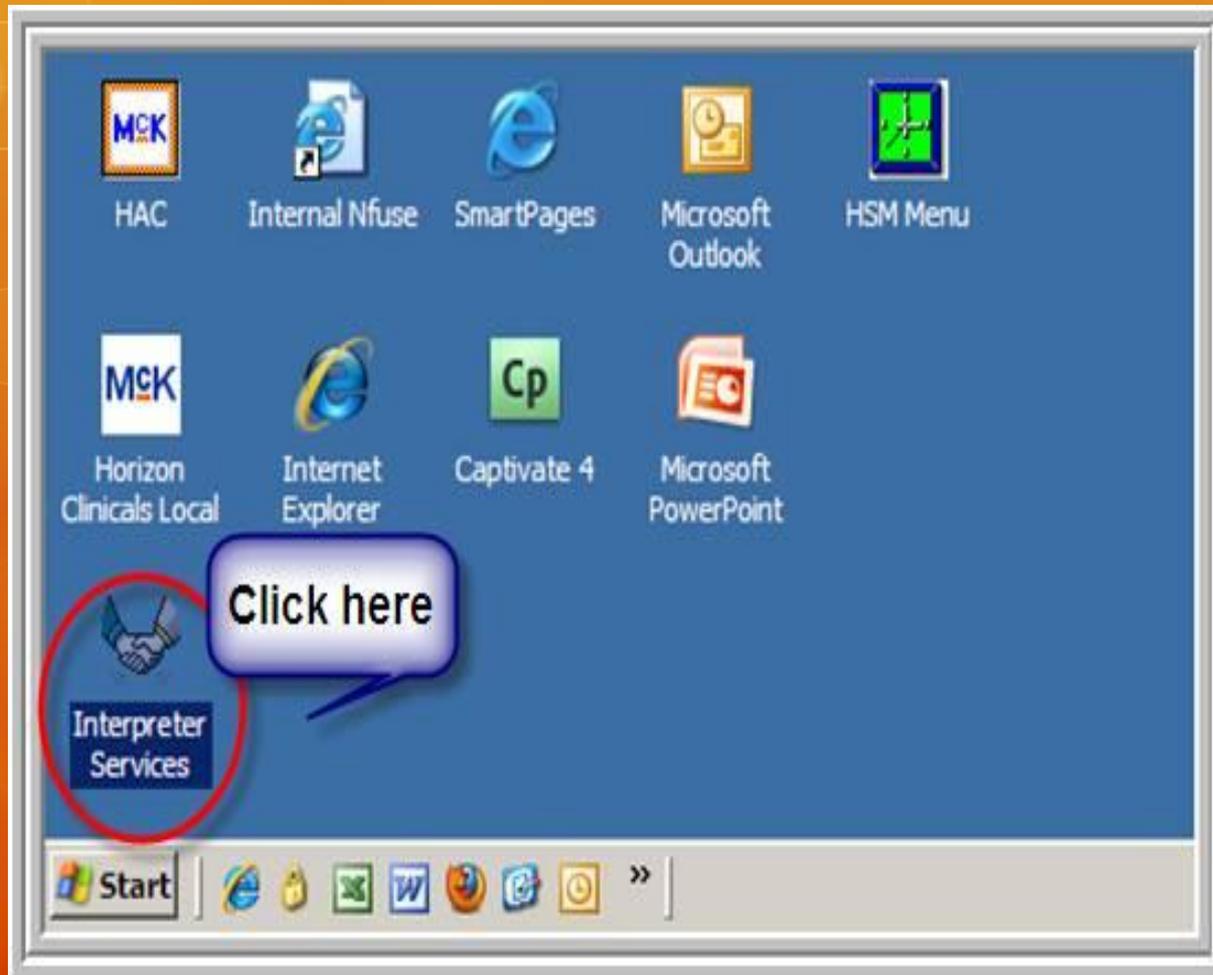
- Available 24/7
- More than 150 languages
- Quick connection time (seconds)
- Dual handsets to facilitate face to face communication.
- Service can be used with any phone with access information (800 number, account number, pin.)

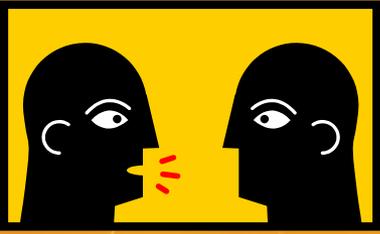


How do I Schedule In-Person Interpreters for WFMG?

All Markets:

Please go to the Interpreter Services Icon on your computer desktop for information and access to resources.

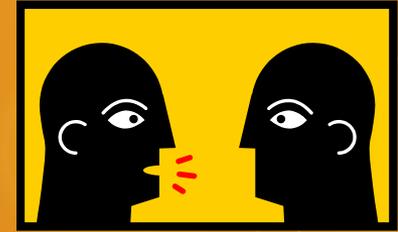




HOW to work with Medical Interpreters

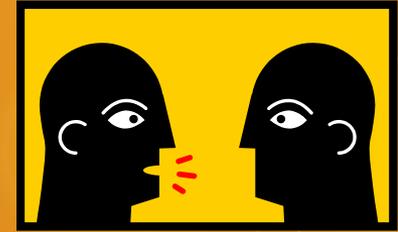
- Prior to the assignment, offer the interpreter information about the nature of the appointment
- Interpreters will introduce themselves and offer a brief explanation about their role to both the healthcare provider and the patient
- Speak directly to the patient and make eye contact
- Speak normally, and avoid phrases such as, “Tell her...” or “Ask him...”

HOW to work with Medical Interpreters (continued)



- Interpreters will speak in the first person. If they need to clarify or provide cultural information they will let you know and speak in the 3rd person
- Allow a little extra time for your appointments
- Spoken language interpretation is consecutive, therefore it is important to pause after a few sentences to ensure that the interpreter renders a complete message. Sign language is simultaneous, which means that the interpreter is signing as you speak

HOW to work with Medical Interpreters (continued)



- Interpreters are instructed to interpret everything that is said in the presence of the limited English speaker
- Interpreters are trained in medical terminology, but they are not clinicians. They are not qualified to give medical information or offer instructions without the presence of a healthcare professional
- Even if the patient speaks “a little” English, it is still very important to ask if he/she wants or needs an interpreter

Interpretation & Translation Services

Dispatch/Schedulers

North/Central Markets: 414-874-4797

South Market: 262-687-4056

