

QHN Guidelines for Accessing Interpreter Services

Any individual who is limited in their ability to speak, understand, or read English is considered “Limited English Proficient” (LEP) and is entitled to free interpretation/translation services at our facilities.

Dial 1500 to access all QHN Interpreter Services.

General Guidelines for Providing Services to LEP Persons:

- **INFORM**

Always **inform** the LEP person, in a language he/ she understands (using available interpretation resources if necessary), that we provide interpreter services free of charge. Signage is one way to provide this information.

- **IDENTIFY**

If you don't understand what language the LEP person speaks, **ask**, “*What language do you speak at home*” or use a Language Identification Card to **identify** the language. If his/her language can still not identified, call 1500, option 2, enter your 3-digit code* (for quicker access), and a Language Line telephonic interpreter will help identify the language. [Language identification materials and signage can be obtained from QHC and EHC Information Desks.]

- **OFFER**

If the LEP patient has come with an interpreter (a family member, etc.), **offer** him/her a hospital interpreter as an alternative (using available interpretation resources if necessary). **Patients should be discouraged from using family, friends,** or bystanders as interpreters for reasons of possible inaccuracy and breach of confidentiality. Never ask a patient to bring an interpreter. Access appropriate consent forms on QHN Intranet homepage.

- **DOCUMENT**

Document the use of interpreter services. If a LEP patient chooses to use a non-hospital interpreter, **document the patient's refusal of language services** in the medical record, noting the chosen interpreter's **name** and **relationship** to the patient. **Children under 18 should never be used as interpreters, even at the patient's request, unless as a temporary recourse in a life-or-death emergency.** Always fully identify any interpreter used (full name, title, or interpreter #); document ***yourself*** as interpreter if you spoke in patient's language.

- **AVOID UNDUE DELAY**

All interpretation services should be provided in a **timely** manner.

For interpretation of phone calls, push “Transfer”, 1500, 2, “Conf”

1500
Your instant interpreter!

[210 or 104]

Acct. code:
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* If asked for a 6-digit code, hang up, and call again. Report the time, date, language, and Operator number to Telecom (4-2828/ MADEOS@nychhc.org) with a cc to Trice (contact info below).

? Please direct questions about these guidelines to your Department Head or to Stefanie Trice, S.A.D. for Linguistic & Cultural Diversity Development, at 4-3608/ 3-3606/ trices@nychhc.org.

Version 4/1/2004