TRAINING UPDATE

Lab Location:	SGMC and WAH	**Date Implemented:**	10.29.2016
Department:	Phlebotomy and Customer Service	**Due Date:**	11.15.2016

DESCRIPTION OF PROCEDURE REVISION

Name of procedure:
Interpreter Services

Description of change(s):
1. This is a new procedure. 2. Any patient should be provided an interpreter when he/she is limited English proficient or unable to speak English. We will provide an interpreter to any patient who requests services. 3. We have a few options available: a. Certified bilingual staff member b. "Blue" Cyracom phone c. Extension 4414 from any phone 4. Document use of an interpreter/interpreter line on the back of the registration form.

Electronic Document Control System

Document No.: SGAH.CS941[0]

Title: Interpreter Services

Owner: LESLIE BARRETT

Status INWORKS

Effective Date: 27-Nov-2016

Next Review Date:

Non-Technical SOP

	Title	Interpreter Services	
	Prepared by	Stephanie Codina	Date: 10.13.2016
	Owner	Stephanie Codina	Date: 10.13.2016

Laboratory Approval

Print Name and Title	Signature	Date
Refer to the electronic signature page for approval and approval dates.		

Local Issue Date: Local Effective Date:

Review:

Print Name	Signature	Date

Form revised 3/31/00

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1. PURPOSE

To provide an effective mechanism of communication with patients who are unable to speak English sufficiently to facilitate their understanding of information related to their medical condition or hospital visit. Federal law (Section 601 of Title VI of the Civil Rights Act of 1964 prohibits that individuals be denied care or service or be discriminated against based on grounds of race, color, religion, age, sex, national origin, ancestry, or disability.

2. SCOPE

This procedure applies to any patient who is limited English proficient (LEP) or unable to speak English sufficiently to facilitate their understanding of information related to their medical condition or hospital visit.

3. RESPONSIBILITY

All field operations staff members must understand and adhere to this procedure when dealing with patients who are LEP or unable to speak English sufficiently to facilitate their understanding of information related to their medical condition or hospital visit.

4. DEFINITIONS
N/A

5. PROCEDURE

Step	Action
1	General information: 1. No person will be denied access to services based on his/her ability to communicate or speak English. 2. Family members may not act as an interpreter for patients. 3. A hospital-provided interpreter and/or service must be used to interpret information for all patients in need of services.

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Step	Action
2	When a barrier to communication is noted, A. For inpatients, nursing staff will determine the patient's preference for interpreter services and arrange for the appropriate services. B. For outpatients, client services staff will utilize one of the following to communicate with the patient. a. Certified interpreter staff members. b. Cyracom interpreter line.
3	When a language barrier is noted in the outpatient area, client services staff will determine what language the patient speaks. This can be done by showing them a list of possible languages such as the following example: **INTERPRETATION SERVICES AVAILABLE — What language do you speak?** Arabic, Cantonese, Haitian Creole, Japanese, Mandarin, Vietnamese Bengali, Farsi, Hmong, Korean, Russian, Additional languages available Cambodian, French, Italian, Portuguese, Spanish
4	A. If a certified bilingual staff member is available, utilize the staff member to translate for the patient. B. If a staff member is not available, utilize the Cyracom interpreter line from the blue interpreter phone or any hospital line. Simply turn the phone on and follow the prompts. C. You also have the option of accessing the interpreter line from any phone. Refer to appendix A for instructions on how to use the interpreter line. D. Refer to appendix B for a list of language codes that may be accessed. E. Call CyraCom Client Services at 800-481-3289 if you are unable to identify the language needed or if you need additional assistance.
5	Document use of the interpreter line or certified bilingual staff member by documenting on the back of the registration form.

6.   RELATED DOCUMENTS
N/A

7.   REFERENCES
None

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8. REVISION HISTORY

Version	Date	Reason for Revision	Revised By	Approved By

9. ADDENDA AND APPENDICES
Appendix A: Cyracom Dialing Instructions
Appendix B: Cyracom Language Code List

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Appendix A

⊕CYRACOM
Transparent Language Services

Accessing an Interpreter from Any Phone

Receiving INBOUND Calls

1. Ask patient to hold/wait a moment.
2. Press **TRANSFER or CONFERENCE**
3. You will get a dial tone and patient is placed on hold.
4. Dial **4414**
5. Say the language you want.
6. Confirm your language.
7. Say or enter your Cost Center Number **4031**
8. When asked if you want to add an additional person, say **"NO"**.
9. When the interpreter comes online tell them your name and that you are conferencing the caller in.
10. Press **TRANSFER or CONFERENCE** and all parties will be connected.

Placing OUTBOUND Calls

1. Dial **4414**
2. Say the language you want.
3. Confirm the language is correct.
4. Say or enter your Cost Center Number **4031**
5. Confirm the language is correct.
6. When asked if you want to add an additional person; **Press 1** or say **"YES"**
7. For Domestic calls, **Press 1**, for International calls, **Press 2.**
8. Enter the number you want to reach *(Area Code only, doesn't require a 9 or 1 and will not immediately dial the number).*
9. When the interpreter comes on the line state the name of the person you are calling, or give them instructions for leaving a message.
10. Interpreter will confirm all parties' names and instructions.
11. **Dial * 1 to make the call.**

If you need Client Service assistance, please dial 1-800-481-3289.

We recommend you document the Interpreter ID# in charting notes or any legal document.

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Appendix B

◉ CYRACOM

Language Code List

The CyraCom Language Code List provides the most frequently requested languages and their corresponding language code that may be used to make your language selection when accessing an interpreter. Additional languages are available upon request. If you require further assistance requesting or identifying a language please contact CyraCom Client Services at 800-481-3289.

264	Acholi	273	Edo	121	Ilonggo	291	Marshallese	089	Sinhala
	(Sudan - Uganda)	274	Eritrean	050	Indonesian	355	Maya	064	Slovak
265	Afghan	349	Eskimo	018	Inupiaq	356	Mende	301	Slovakian
224	Afrikaans	326	Esperant	059	Italian	045	Mien	134	Slovenian
016	Akan	077	Estonian	235	Jakartanese	373	Mirpuri	142	Somali
120	Aklan	275	Ethiopian	357	Jamican English	292	Mixteco	375	Sorani
070	Albanian	321	Ewe		Creole (Patois)	389	Mola/Mossi	060	Spanish
027	Amharic (Ethiopia)	327	Fang	040	Japanese	340	Moldovan	258	Suchown
323	Apache	074	Fanti	236	Javanese	150	Mongolian	311	Sudanese Arabic
090	Arabic	107	Farsi	379	Jingpho	339	Montenegrin	368	Susu/Soso
072	Armenian	127	Fijian	328	Jula	330	Montgnard	026	Swahili
365	Ashanti	017	Fijian Polynesian	371	Kachchi		Dega/Mon-Khmer	053	Swedish
139	Assyrian	052	Finnish	288	Kanjobal	381	Moroccan Arabic	377	Sylheti
109	Azerbaijani	227	Flemish	289	Kannada	293	Nahuatl	108	Tadzhik
343	Bahasa/Brunei	228	Fon	369	Karen	248	Nanjing	302	Taechew
019	Bambara	276	Foochow	384	Karenni/Kayah	144	Navajo	117	Tagalog
267	Banda	058	French	237	Kashmiri	374	Ndebele	033	Taiwanese
268	Bangi	277	French Cajun	283	Kazakh	249	Neopolitan	137	Tamil
136	Basque	383	French Canadian	044	Khamu	081	Nepali	303	Telegu
314	Bassa	217	French Creole	023	Khmer	363	Nigerian English	359	Temne
225	Belorussian	278	Frisian	239	Kikuyu		Pidgin	047	Thai
324	Bemba	032	Fukinese	366	Kinya/Rwanda	250	Nipponese	105	Tibetan
084	Bengali	014	Fulani	240	Kirghiz	054	Norwegian	028	Tigrigna (Eritrea)
269	Berber	229	Fuzhou	338	Kirundi	294	Nuer (Sudan)	307	Tohono O'Odham
085	Bhojpuri	230	Ga	376	Kongo	251	Oromo (Ethiopia)	305	Toisan
118	Bicol	231	Gaddang	041	Korean	386	Ouatchi	036	Toishanese
382	Borana	232	Gaelic	320	Krahn	296	Paluan	128	Tongan
263	Bosnian	228	Gallinya	241	Krio	116	Pampango	334	Triqui
270	Brazil-Portuguese	281	Gana	364	Kru/Krumen	114	Pangasnian	342	Trukese/Chuukese
069	Bulgarian	282	Ganda (Uganda)	370	Kunama	252	Pao-An	259	Tshiluba
042	Burmese	388	Garri	140	Kurdish	253	Papiamento	112	Turkish
325	Cakchiquel	216	Georgian	372	Kurmanji	110	Pashto	095	Twi
048	Cambodian	057	German	353	Lahu		(Afghanistan)	076	Ukrainian
031	Cantonese	322	Grebo	143	Lakota	297	Persian	079	Urdu
013	Cape Verdean	071	Greek	367	Lanvhou	254	Pidgin English	336	Uzbek
132	Catalan	125	Guamanian	043	Lao	331	Pohnpelan	049	Vietnamese
122	Cebuano	350	Guarani	204	Latvian	062	Polish	214	Visayan
138	Chaldean	083	Gujarati	024	Lingala	073	Polynesian	117	Waray-Waray
038	Chao Chow	284	Gwa	075	Lithuanian	061	Portuguese	020	Wolof
226	Chavacano	129	Haitian Creole	313	Loma	141	Portuguese Creole	061	Wu
344	Cherokee	039	Hakka	242	Luganda	358	Pothohari	360	Xhosa
025	Chichewa	022	Hausa	329	Luo	080	Punjabi	361	Yapese
030	Chinese	285	Hawaii Creole	243	Luxembourgeois	332	Purepecha/Tarasco	387	Yemeni Arabic
378	Chinese	106	Hebrew	315	Maay Somali	145	Quechua	135	Yiddish
346	Chui Chow	082	Hindi	068	Macedonian	317	Quiche	021	Yoruba
034	Chungshan	351	Hindko	087	Magahi	260	Quxinese	362	Yucateco
316	Chuukese	319	Hindustani	086	Maithili	298	Romani	262	Yugoslavian
348	Creek	046	Hmong	244	Malagasy	061	Romanian	146	Yupik
347	Creek	286	Hokkien	051	Malay	078	Russian	115	Zambal
341	Crioulo	310	Hopi	088	Malayalam	126	Samoan	380	Zande
067	Croatian	233	Hubei	354	Malinke	337	Sarahuleh/Soninke	029	Zapoteco
063	Czech	352	Huizhou	245	Maltese	255	Senegalese	335	Zarma
271	Dakota	147	Hunanese	318	Mam	148	Serbian	309	Zulu
055	Danish	065	Hungarian	035	Mandarin	299	Serbo-Croatian		
111	Dari (Afghanistan)	234	Ibanag	015	Mandingo	037	Shanghainese		
131	Dinka (Sudan)	218	Ibo	246	Mandinka	333	Sichuan/Szechuan		
056	Dutch	133	Icelandic	247	Mankon	256	Sicilian		
272	Ebon	113	Ilocano	205	Marathai	257	Sindi		

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