# TRAINING UPDATE

| | | | |
|---|---|---|---|
| **Lab Location:** | SGMC & WAH | **Date Distributed:** | 3/21/2019 |
| **Department:** | OP Lab (Client Service) | **Due Date:** | 4/10/2019 |
| | | **Implementation:** | **4/2/2019** |

## DESCRIPTION OF PROCEDURE REVISION

| Name of procedure: |
|---|
| **Interpreter Services   SGAH.CS941 v1** |
| **Description of change(s):** |
| Sections 5:  Added required info that must be documented when an interpreter is used<br><br>This revised SOP will be implemented on April 2, 2019 |

Document your compliance with this training update by taking the quiz in the MTS system.

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** |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |
| | | |

## TABLE OF CONTENTS

**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: <br>    A. No person will be denied access to services based on his/her ability to communicate or speak English. <br>    B. Family members may not act as an interpreter for patients. <br>    C. A hospital-provided interpreter and/or service must be used to interpret information for all patients in need of services. |

Form revised 3/31/00

| Step | Action |
|------|--------|
| 2 | When a barrier to communication is noted,<br>    A.  For inpatients, nursing staff will determine the patient's preference for interpreter services and arrange for the appropriate services.<br>    B.  For outpatients, client services staff will utilize one of the following to communicate with the patient.<br>        a.  Certified interpreter staff members.<br>        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:<br><br>INTERPRETATION SERVICES AVAILABLE — What language do you speak?<br><br>Arabic العربية   Cantonese 广东话   Haitian Creole Kreyòl Ayisyen   Japanese 日本語   Mandarin 普通话   Vietnamese Tiếng Việt<br>Bengali বাংলা   Farsi فارسی   Hmong Hmoob   Korean 한국어   Russian Русский   Additional languages available<br>Cambodian ខ្មែរ   French Français   Italian Italiano   Portuguese Português   Spanish Español |
| 4 |     A.  If a certified bilingual staff member is available, utilize the staff member to translate for the patient.<br>    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.<br>    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.<br>    D.  Refer to appendix B for a list of language codes that may be accessed.<br>    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. Documentation must include:<br>   •  Patient's preferred language<br>   •  Type of interpreter utilized (Qualified Bilingual Staff, face-to-face interpreter, telephone interpreter, etc.)<br>   •  Interpreter name (ID number for over-the-phone interpreters)<br>   •  Date and time |

**6.    RELATED DOCUMENTS**
    N/A

**7.    REFERENCES**
    None

**8.    REVISION HISTORY**

| Version | Date | Reason for Revision | Revised By | Approved By |
|---------|------|---------------------|------------|-------------|
| 0 | 3/19/19 | Section 5: added documentation elements | LBarrett | NCacciabeve |
|   |   |   |   |   |
|   |   |   |   |   |
|   |   |   |   |   |
|   |   |   |   |   |

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

**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.**

© 2008 CyraCom International, Inc. All rights reserved.

Form revised 3/31/00

**Appendix B**



## 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.

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

Learn more at www.cyracom.com

Form revised 3/31/00