



SUBJECT: Interpreter Services

POLICY: PPH will take reasonable steps to ensure that patients and family members of the patient (parents, companions, significant others, etc.) who have Limited English Proficiency (LEP) and/or speak a language other than English will have meaningful access and an equal opportunity to participate in PPH services, activities, programs and other benefits. This includes vital documents including but not limited to Notice of Election agreement, consents, rights and responsibilities. All interpreters or translation aids and services will be provided without cost to the person being served.

PPH will conduct a regular review of the community demographics and language access needs of our patient population and will monitor and update the efficacy of this interdisciplinary practice.

1. PPH strongly encourages the use of translation services. Family members/friends of persons requiring adaptive communication including language interpretation may serve as interpreters only upon the specific request of the person requiring services and only after the requesting person has been informed by the hospice that there is no cost to them for interpretation/translation services. (This offer and response will be documented in the patient's medical record.)

Use of family and friends to interpret is highly discouraged due to:

- Family members or friends may not have the bilingual language skills and technical vocabulary required to interpret information completely and accurately concerning medical treatment,
 - Family members or friends may not feel bound to uphold the same standards of privacy, confidentiality, ethics, and linguistic accountability as a professional, qualified, medical interpreter
 - Issues may arise concerning medical treatment that may be sensitive and/or difficult to discuss through a family member or friend.
2. NOTE: If the person chooses to use a family member/friend as an interpreter, issues of competency or interpretation, confidentiality, privacy and conflict of interest will be considered, and when necessary, outside interpreter services will be provided.

Interpreter services will be identified as needed during the Explanation of Services and followed up by the Interdisciplinary Group as documented in the Plan of Care.

Current Interpreter Services are available through CyraCom, 1-800-481-3293 and Sign Language Network, Inc. 1-866-599-4517

See Interpreter Protocols for specific procedures

NHPCO STANDARD: IA 1, IA 2

IMPLEMENTATION DATE: 03/11

REVISED:

REVIEWED: 11/12, 10/13, 10/14, 01/16