

Weisman Children's Rehabilitation Hospital (WCRH) Administrative Manual

SUBJECT: INTERPRETATION and COMMUNICATION

NO: AM 5.13

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PURPOSE:

Because communication is a cornerstone of patient safety and quality care, every patient has the right to receive information in a manner he or she understands. For communication to be effective, the information provided must be complete, accurate, timely clear-cut and understood by the patient.

POLICY:

WCRH respects the patient's and family's or guardian's right to and need for effective communication in a manner he or she understands. This includes communication between the hospital and patient/family or guardian as well as communication between the patient and others outside the hospital. Information provided will be in a manner tailored to the patient's age, language and ability to understand. If necessary, interpreting and translation services will be provided. In the event of vision, speech, hearing or cognitive impairments, information will be provided in a manner that meets the patient's needs.

PROCEDURE:

1. A patient's need for interpretation services will be initially assessed by the clinical liaison prior to admission and brought to the attention of the social worker in the inpatient (IP) setting and initially assessed by the intake coordinator and brought to the attention of the scheduler and therapist in the outpatient (OP) setting. The clinical liaison/ (IP)/ Intake coordinator (OP) will advise the client that an interpreter will be provided in their native/or sign language upon admission. This interpreter may be a professional interpreter and/or a telephone interpretation service. A family member will be used only if insisted upon by the family.
2. When an admission date and time are scheduled, the social worker will arrange for interpretation services to be provided (IP). At the time of the first appointment the therapist will arrange for translation services and contact Boost Lingo (OP). The social worker (IP)/ therapist (OP) will contact ParaPlus Translations, Inc. at 856-547-3695 or via email at scheduling@para-plus.com to arrange for a professional interpreter to be present upon the admission and assessment phase as well as during training sessions, treatment, and conferences. If face to face interpretation cannot be arranged, telephonic

translation services are utilized and face to face translation is scheduled for the following day or as needed.

3. Telephonic and video translation services are provided by Boost Lingo Translation Services (856) 544-2389 or via <https://app.boostlingo.com> (using account log on info)
 - a. Establish a conference call between a designated staff member, a patient and Boost Lingo for the purpose of communicating in a foreign language.
 - b. Once a need for translation services have been identified, all Weisman staff have the responsibility to contact services contracted by Weisman via Boostlingo. If in-person translation services are needed, the Social Work Department will be notified and the Social Work Department, will coordinate these services using Para Plus translation services.
 - c. If a request is received from any other person, the request must be verified with one of the above.
 - d. The language being requested must be identified by the corresponding number.
 - e. A WCRH identification number, name of the site, and name of person calling are necessary to establish a Boost Lingo call and will be used by the telephone operators and designated personnel.
4. WCRH staff members will be utilized for translation services only in cases of emergency. Per the social work code of ethics, the use of language translation should be done by trained professional interpreters (for example, certified or registered sign language interpreters). Interpreters generally need proficiency in both English and the other language, as well as orientation and training.
5. When only brief amounts of information are required to be interpreted, Boost Lingo or Para Plus translation services may be used, as follows:
6. For assistance in obtaining interpretation services for non-hearing or hearing impaired patients, contact the social worker who may elicit resources from: <https://www.nj.gov/humanservices/ddhh/assets/documents/HealthCareList.pdf>
7. WCRH shall offer telephone and mail service as appropriate.
8. When it becomes necessary to restrict a patient's visitors, mail telephone calls or other forms of communication, the restrictions are determined with the patient's participation and when appropriate his or her family/guardian. Such restrictions

shall be documented along with the justification in the medical record.

9. When a patient's visitors, mail telephone calls or other forms of communication shall be restricted, the restrictions shall be evaluated for therapeutic effectiveness.

Administrator