


Interpretation Services			
 Halton Healthcare <small>GEORGETOWN · MILTON · OAKVILLE</small>	Program/Dept:	Quality & Patient Relations	Document Category: Quality
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Policy

Halton Healthcare is committed to treating all people in a way that allows them to maintain their dignity and independence by providing safe, high quality patient- and family-centered care to the diverse communities we serve. Integral to this is the ability to communicate effectively with our patients and families, regardless of their language. Professional interpreters must be used in all patient care settings, arranged by the hospital and at no cost to the patient, to promote effective communication, ensure quality and safety in patient care and to minimize potential adverse events.

In accordance with the Halton Healthcare confidentiality Policy & Procedure we have a responsibility to uphold patient confidentiality whenever an interpreter is used.

INTERPRETATION OPTIONS

Language Line Services

This over-the-phone interpretation service provides access to medically-trained interpreters and can be used for brief exchanges when clinical information, clinical procedures and patient consent are involved. Language Line Services offer interpretation in 240+ languages, 24/7, 365 days of the year.

HMC Connections Interpretation and Translation Services

This interpretation service is available for in depth, **in person** sessions, such as patient assessments (e.g. OT/PT, inpatients, SW/DP, family meetings) in over 60 languages. The interpreters have been approved by Citizenship and Immigration Canada and have police clearance. Many have completed specialized medical terminology interpretation training. While available 24/7, the service often needs to be booked in advance.

Ontario Interpreting Services (through Canadian Hearing Society)

This service provides on-site American Sign Language (ASL)-English interpreting services for appointments or meetings that are scheduled in advance.

Language Line InSight Video Remote Interpretation

Language Line InSight video remote interpreting provides on-demand ASL interpretation to patients who have a hearing impairment. Access trained professional video interpreters on a tablet.

Family/Friends as Interpreters

It may be appropriate to ask family/friends to act as interpreters when soliciting only *non-clinical* information and the patient has given consent to do so. Because patients may be uncomfortable discussing their personal health information in front of family members, and there are may be cultural sensitivities regarding how much information is communicated to a patient, all clinical interpretation must be through a professional interpreter.

Interpretation Services - Policy and Procedure

Procedure

1. Determine the language spoken by the patient/family.
2. For emergency situations requiring the use of an interpreter, use Language Line for spoken languages or Language Line InSight video remote interpreting for ASL.

Language Line Services

To access a Language Line Interpreter

1. Dial CHAT (x2428) from any phone. You will be connected to Language Line.
2. Request the language you require.
3. You will then be connected to the appropriate interpreter. Use the “speaker” option on the phone to include the patient/family in the conversation.

Halton Healthcare will be billed directly by Language Line Services.

HMC Connections Interpretation and Translation Services

Contact HMCIT to book the requested Interpreter.

By Phone:

1-877-844-4179

905-842-4179

905-842-2486 x256

<http://connections.hmc.com/interpretation/>

This services is provided on a 24/7 basis. To access the after-hours emergency service, call 647-223-0087.

You will need to provide the language required, date, time, duration and location of the appointment you require an interpreter for, as well as the name and title of the attending healthcare professional. The unit requesting this service will be billed directly by HMC Connections.

American Sign Language Services

When the exchange of information is crucial and complex, the most effective way to communicate with a person who uses sign language is through a professional sign language interpreter. The *Accessibility for Ontarians with Disabilities Act (AODA) 2005* prevents and removes barriers to accessibility by ensuring that all people have the same right to access services, regardless of level of ability or disability.

A professional interpreter is required for all clinical discussions with patients and families who are deaf or hard of hearing and who use sign language. This affords patients or their substitute decision-maker the opportunity to clearly communicate their symptoms and medical history, provide informed consent, understand the recommended treatment plan and become an active participant in their care. Family members and staff knowledgeable in American Sign Language (ASL) may interpret only in non-clinical situations.

In the unlikely event an ASL interpreter is not available you must obtain agreement from the patient or family member to use an alternative communication method. Efforts to locate an interpreter must be documented on the patient's health record along with the request to use an alternate communication method (e.g. family, written) as well as the patient/family agreement to use this alternative.

Interpretation Services - Policy and Procedure

To access an American Sign Language Interpreter:

Pre-book a sign language interpreter for scheduled meetings and appointments:

Use Ontario Interpreting Services (through Canadian Hearing Society):

- Please make your request a minimum of 3 business days in advance
- Interpreters are available during business hours, evenings, weekends and over holidays
- Anyone can request the service
Monday to Thursday - 8:00 a.m. to 8:00 p.m. Friday - 8:00 a.m. to 5:00 p.m.

Phone: 1-866-518-0000

E-mail: interpreting@chs.ca

Fax: 1-855-259-7557

<https://www.chs.ca/service/chs-interpreting-services>

In cases of a sudden, unforeseen crisis that requires immediate attention:

Use Language Line InSight Video Remote Interpretation on an iPad (there is one tablet for Language Line in each hospital, located in the ED).

1. Ensure tablet and speaker are turned on and are connected.
2. Tap the “home” button on the iPad.
3. Tap to select language – American Sign Language (ASL).
4. You will be connected with an interpreter within 1-2 minutes.

Computers and laptops that have a camera and speakers can also be used to access Language Line Insight Video remote interpretation in meeting rooms and offices. For assistance enabling your device please contact Quality & Patient Relations at x4138.

Documentation

No matter which type of interpretation service is used, the interpretation must be documented on the patient’s health record immediately after the interpretation has been completed. For Meditech entries, click on the “interpretation services intervention” and enter details there.

Key Words

Language, communication, translation, hearing

Signed by _____

Title _____ (Archived Copy Only)

This policy replaces: “Interpreter Service”, February 15, 2001, developed by Human Resources and “Sign Language Interpreter Service, January 2001, developed by Hospital Ombud.