



Vice President and Chief Executive Officer of the Medical Center

MEDICAL CENTER POLICY NO. 0156

A. SUBJECT: Language, Interpretive, and Adaptive Aids for Persons with Disabilities or Limited English Proficiency

B. EFFECTIVE DATE: October 1, 2011 (R)

C. POLICY:

All persons providing patient care or other services within or for the benefit of the Medical Center, regardless of employer (“Covered Persons”) shall take appropriate measures to ensure that persons with disabilities or Limited English Proficiency, including but not limited to persons who are deaf, hard of hearing, blind or who have other sensory or manual impairments or limited-English language abilities, have an equal opportunity to participate in the services and activities of the Medical Center. This policy outlines the procedures to ensure effective communication with all patients and/or their surrogate decision makers.

The Medical Center shall provide, free of charge, 24-hour access to all necessary adaptive communication aids and interpretive services (in-person, telephonic or electronic) in a manner consistent with the law. All patients shall be informed of the availability of these services.

D. DEFINITIONS:

Limited English Proficiency – Limited ability or inability to speak, read, write or understand the English language at a level that permits the person to interact effectively with healthcare providers.

E. PROCEDURE:

1. Identification and Assessment of Need:

The Medical Center provides notice to patients of the availability of adaptive aids and interpretive services at the time of admission and/or registration as well as *via* signage posted in all Medical Center facilities. When an individual has a disability or demonstrates Limited English Proficiency that affects his/her ability to communicate, access or manipulate written materials, staff shall consult with the individual to determine what aids or interpretive services are necessary to provide effective communication and document such need in the Resource Scheduling System (“special needs” flag).

2. Provision of Adaptive Aids:

The Medical Center shall provide the following services or aids to achieve effective communication with persons with disabilities or Limited English Proficiency:

a. For the deaf or hard of hearing:

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- i. Sign language interpreters, Telecommunication Device for the Deaf (TDD)/TTY Text Telephone, amplified phone featuring loud ringer and volume control, Pocket Talker sound amplifier, closed-caption televisions, patient communication chart
- b. For the blind or visually impaired:
 - i. Magnifiers, large print documents, taped recordings of Notice of Privacy Practices, advance directive information, informed consent process, Patient Handbook and Rights & Responsibilities.
- c. For those with limited English abilities:
 - i. Foreign language interpreters (in-person and telephonic), translated documents and patient education material.

Adaptive aids can be requested by calling Language Assistance Services at 434-982-1794, Monday – Friday 8:00 AM – 5:00 PM, or 434-982-1600 all other times. Referrals for community services are made as appropriate by healthcare providers.

3. Provision of Interpretive Services:

The Medical Center shall arrange and provide interpretive services (in-person, telephonic, or electronic) to achieve effective communication with Limited English speaking patients.

Covered Persons shall discourage the use of a patient's relative or family member as an interpreter of healthcare information. A patient's relative or friend shall be used as an interpreter only at the request of the patient and only if the use will not compromise the effectiveness of the medical services provided or jeopardize the patient's privacy regarding sensitive medical information. In such cases, Covered Persons shall document the patient's refusal of approved interpreter services in the patient's medical record and shall document the name of the patient's requested interpreter. Use of minor children as interpreters is prohibited, even if such use is the patient's preference. For special circumstances contact the language office at 434-982-1794.

Covered Persons who are bilingual and wish to use their bilingual skills to communicate health care issues with patients must first successfully pass a proficiency assessment in the target language and English. To schedule a proficiency assessment, contact Language Assistance Services at 434-982-1794.

4. Translation Services:

- a. The Medical Center shall ensure that translated documents that are routinely provided to patients in the English language are made available in other regularly encountered languages as required by law.

To access existing translated documents and patient education material that have been approved for distribution to limited-English speaking patients, contact Language Assistance Services at 434-982-1794 or visit the Printing Copy Services website.

- b. For all other inquiries and guidelines pertaining to translation services, contact Language Assistance Services at 434-982-1794.

5. Documenting the Use of Interpretive Services, Adaptive Aids or Translated Materials:

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Covered Persons implementing or facilitating the use of interpretative services, adaptive aids or translated materials shall, for each encounter, document in the patient's medical record the description of the interpretive service or translated form and the source from which the services were obtained.

SIGNATURE:



R. Edward Howell, CEO, UVA Medical Center

9/29/11

DATE:

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Approved February 1994

Revised May 1996, August 1999, November 2001, September 2005, September 2008, September 2011

Approved by Chief Environment of Care Officer

Approved by Medical Center Administration