

INTERPRETER SERVICES

What you need to know to be compliant

- Kaweah Delta Health Care District respects the patient's right to and need for effective communication. KDHCDC will use language interpreters or assistive device whenever a language/communication barrier exists. An in-person Spanish language interpreter is available **24 hours a day, 7 days a week** by dialing **x2501**. Video and telephonic interpreters are also available on demand by dialing **x8989** (HCIN) Access Code **841263**.
- Always document the use of an interpreter in the patient's medical record. If you do not document, it didn't happen.
- To ensure that the preferred communication preferences follow the patient from department to department, a **light blue wristband** will be placed on the patient's wrist (dominant arm) in order to visually communicate to all staff that the patient has requested interpreter services.
- A patient is not required or expected to use **friends or family as Interpreters**. Every effort to utilize a qualified medical interpreter should be made. If the patient insists upon the use of family or friend, at this point the family/friend must sign the **Waiver of Interpreter Services** for the medical record. Never use children as interpreters.
- A **Language Resource Assistant** is a bilingual staff member or clinician that has been tested and qualified to facilitate language interpretation. Only individuals who have passed the test are qualified for language services. Over 400 employees have passed the LRA test. For more information about the testing process contact Interpreter Services at **x5902**.
- If you speak the language of the patient fluently but have not been tested, you are still required to utilize a qualified medical interpreter for:
 - Obtaining medical histories
 - Explaining diagnosis, change in condition, tests, treatment plans, medical and surgical procedures
 - Obtaining informed consent
 - Providing medication instructions
 - Discharge plans
- **American Sign Language** (ASL) Interpreters are available by using video phones located throughout the hospital. In-person ASL Interpreters are also available. Call Interpreter Services at ext. **2501** or **5902** for this service.
- **Document translation**- KDHCDC will translate all vital documents for patients/families. If you need a document translated, call Interpreter Services at **x5902**.