

## Medical Interpretation: Our Safety & Quality Expectations



### Patients have the right to effective communication

To access an interpreter, use the VRI (video or audio) or call 6-LANG (6-5264)

- ✓ There is 24/7 immediate access to language interpretation services
- ✓ Interpretation Services include in person, video, and phone interpretation
- ✓ Over 240 languages including American Sign Language (ASL) are available through Video Remote Interpreter (VRI). VRI Machines are available in every unit/clinic
- ✓ Qualified medical interpreters provide interpretation of clinical information (by request only)
- ✓ Bilingual clinicians, technicians, physician assistants, medical assistants may communicate in the patient's preferred language **within the scope of their job**. Any staff can provide non-medical interpretation – i.e., scheduling an appointment, reminder calls with simple instructions, directions, etc.
- ✓ Document translation is available (includes clinical documents, patient information, marketing, web materials, and other types of documents), complete the document translation form on the LSS webpage: <http://intranet.uimcc.uic.edu/LSS/SitePages/Home.aspx>

**Reminder:** The preferred language or special needs of the patient, family member, or companion involved is recorded at registration in the patient's medical record by the admissions/registration staff. This should be reassessed at each hospital admission.

To guarantee optimal patient care, it's **essential for providers to document the usage of language interpreter services in the patient's medical chart** for each encounter.

When interpretation services are provided, in-person interpreters need to write their name, sign, and date on any consent form. For over the phone and video interpretation, it is the clinician's responsibility to document the interpreter's identification number or name, on the consent form or the patient's medical records.

#### References:

RI 2.02 Language Services for Limited English Proficient (LEP) and Hearing Impaired  
 RI 2.01 Patient Rights and Responsibilities

### If you have questions or need clarification, please contact:

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 Natalie Chadwell, Director, Accreditation & Clinical Compliance ext. 6-3363  
 or visit our webpage: <http://intranet.uimcc.uic.edu/LSS/SitePages/Home.aspx>