Valley Medical Group, P.C.
POLICIES/ PROCEDURES

Title: Interpreter Services

Purpose:
To provide resources of interpreter services to patients with a language barrier. To provide services for the Hearing impaired. To establish protocols for use of both services. Primary use of service should be for clinical purposes, but may also be used for patient inquiries regarding billing issues, services, complaints, etc.

Policy:
Interpreter services are arranged through Language Services Associates (LSA) listed below and will be utilized for patients requiring this service at Valley Medical Group. Valley Medical Group is also required to provide interpreters for the hearing impaired.

General Procedure Info
1. All patients whose 1st language is not English, shall be informed of the availability of interpreters for their interactions with Valley Medical Group, whether in the office or on the phone.
2. Once the need for the interpreter service is known, this should be indicated in the yellow alert on the banner to notify all staff. Example: "Needs Spanish Interpreter"
3. For non-English speaking patients who come with a friend or family member acting as interpreter, VMG will encourage the use of an LSA interpreter in order to ensure that the messages being imparted are heard accurately by the patient and so that the messages the patient wishes to communicate are heard accurately by provider or staff. LSA interpreters are trained in medical terminology and are HIPPA certified. Once offered, a patient may refuse the interpreter service.

Accessing Telephone Interpreter Services
The following process should be followed to connect with a telephone interpreter from any office phone
1. Call 866.406.0021 to contact LSA.
2. When prompted, enter the Account Code 7810#**.**
3. Follow the prompts for a specific language or press 9 for all other languages. When greeted by a Coordinator, request the language needed, or ask for assistance in identifying the language.
4. Provide the information requested: your location , your name, the patient's name, then hold while your interpreter is connected.
5. The Coordinator will inform you that the interpreter is now "on the line" and provide you with the interpreter's ID number.
6. At reception, plug in additional headset for patient to use. In exam rooms, activate the speakerphone.
7. Explain the objective of the call to the interpreter. Then proceed by speaking directly to the patient in the first person. Example: "What is your name?" NOT "Ask her what her name is."

8. At check-in, the receptionist will inform the interpreter that the call will be ended and that clinical staff will call back when the patient is ready to be seen for their appointment.
9. Upon completion of all interactions, inform the interpreter you are done and hang up. Your time will be automatically recorded.

Repeat these steps for each segment of the visit in which there is a need to reconnect with the interpreter.

LSA phone interpreters may also be accessed using your computer:
1. On the intranet page, select Video Remote Interpreter from Quick Links.
2. You will be asked for a User Name and Password. Choose the center that aligns with the work being done for that patient.
   AMC: User Name: amc Password: AMC9922!
   EHC: User Name: ehc   Password: EHC8282!
   GHC: User Name: ghc   Password: GHC2288!
   NHC: User Name: nhc1 Password: NHC1888!
3. On the home page, select your language by clicking on the phone icon on the left side of the language tab you need.
4. Proceed from #4 above.

Conference Call
To speak w/ patient at home using an interpreter, follow steps 1-4 above. Then:
1. Give the patient's home phone number and ask the interpreter to call the patient and connect into conference call.
2. Continue with call to patient. End call as in #11 above.

Accessing Video Remote Interpreter
1. Log into a dedicated VRI laptop using the network username and password:
   AMC: User Name: amcvri   Password: P@$$word
   EHC: User Name: ehcvri   Password: P@$$word
   GHC: User Name: ghcvri   Password: P@$$word
   NHC: User Name: nhcvri   Password: V@lleymed70
2. OR you may access LSA on your computer by going to: www.lsa_iris.com
3. Click on Video Remote Interpreter from the Intranet page and login with the username and password for the center that aligns with the work being done for that patient.
   AMC: User Name: amc Password: AMC9922!
   EHC: User Name: ehc   Password: EHC8282!
   GHC: User Name: ghc   Password: GHC2288!
   NHC: User Name: nhc1 Password: NHC1888!
4. Click on the camera icon on the right side of the language tab you need.
5. Once connected, provide the information requested: your location, your name, patient's name.
6. To continue with session, leave screen open and visible to the patient.
7. When moving the video cart, unplug it to relocate it to the next area. Do not shut power off on monitor or laptop. Always reconnect to maintain charge.

Hearing Impaired Telephone Interpreter Policy:

MassRelay operator will be used to communicate with hearing impaired patients. In order to offer full access to hearing impaired patients, VMG utilizes the Relay operator: 800-439-0183 for Massachusetts, and long Distance Relay (for out of State) 1-800-855-2881