



LANGUAGE INTERPRETATION AND HEARING IMPAIRED SERVICES

POLICY

Marshall Medical Center provides, to the extent possible, language assistance services to patients with language or communication barriers. It is a patient's right to have Language/Interpreter service in the primary language provided at no cost to the patient.

Interpreter services available include Telephone Language Interpretation (available 24 hours/day) as well as in person interpreters for foreign language, American Sign Language, and TDD line for the hearing impaired.

The method of interpretation used will depend on services needed, ability to advance schedule, impact of delay, and availability when informed consent is obtained and/or medical information is communicated.

Patients may, after being informed of the availability of interpreter services, choose to use an adult friend or family member who volunteers to interpret. When informed consent and/or medical information is being provided in making decisions about care, every effort will be made to encourage the use of qualified medical interpreter services. Additional methods to enhance communication may also include use of translated written materials, pen and paper, communication boards.

Patients may direct complaints about interpreter service problems to the following:

California Department of Public Health
PO Box 997377, MS 0500
Sacramento, CA 95899-7377
(916) 558-1784

For relay services for the hearing impaired or speech impaired, please call:
MCI from TDD 1-800-735-2929 or MCI from voice telephone 1-800-735-2922
Sprint from TDD 1-888-877-5378 or Sprint from voice telephone 1-888-877-5379