



# POLICY

<b>Category:</b> Patient Rights	<b>Effective Date:</b> See footer
<b>Owner:</b> Director, Risk Management	
<b>Title:</b> Auxiliary Aids and Services for Persons with Disabilities	

**PURPOSE:** To provide guidelines and resources for all staff who encounter persons with disabilities covered under this policy such that the staff will be able to provide medical care as needed.

Hoag Memorial Hospital Presbyterian (Hoag) and its affiliates will take appropriate steps to ensure that persons with disabilities, including persons who are deaf, hard of hearing, or blind, or who have other sensory or manual impairments, have an equal opportunity to participate in our services, activities, programs and other benefits. The procedures outlined below are intended to ensure effective communication with patients involving their medical conditions, treatment, services and benefits. The procedures also apply to, among other types of communication, communication of information contained in important documents, including waivers of rights, consent to treatment forms, and financial and insurance benefits forms. All necessary auxiliary aids and services shall be provided without cost to the person being served.

All staff will be provided written notice of this policy and procedure, and staff that may have direct contact with individuals with disabilities will be trained in effective communication techniques, including the effective use of interpreters.

**SCOPE:** All Hospitals and Facilities

**AUTHORIZED PERSONNEL:** All Hoag Organization employees, healthcare providers (including Physicians and Allied Health Professionals) and volunteers.

Description
<p><b>1.0 IDENTIFICATION AND ASSESSMENT OF NEED:</b></p> <p>1.1 Hoag provides notice of the availability of and procedure for requesting auxiliary aids and services through notices in our brochures and through notices posted in the lobby and registration area. When an individual self-identifies as a person with a disability that affects the ability to communicate or to access or manipulate written materials or requests an auxiliary aid or service, staff will consult with the individual to determine what aids or services are necessary to provide effective communication in particular situations.</p> <p><b>Provision of Auxiliary Aids and Services:</b> Hoag shall provide the following services or aids to achieve effective communication with persons with disabilities:</p> <p><b>2.0 FOR PERSONS WHO ARE DEAF OR HARD OF HEARING:</b></p> <p>2.1 For persons who are deaf/hard of hearing and who use sign language as their primary means of communication, the registration clerk or clinician is responsible for arranging for a qualified interpreter when needed.</p> <ul style="list-style-type: none"> <li>• Hoag’s primary sign language interpreter service is InDemand. InDemand provides Video Remote Interpreting (VRI) via a VRI unit. Many languages are offered with a video connection including sign language. When connection is made with an interpreter, please provide the patient’s medical record number, if available, and the department cost center.</li> <li>• Several areas are equipped with VRI units. In addition, they can be “checked out” to an area upon request (based on availability). To “check out” a VRI unit in HHNB, dial “0” and request one from the operator. At</li> </ul>

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The most current version of all Policies and Procedures is located on the Hoag Employee intranet.

Please verify effective dates.



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## Description

HFI, a "shared VRI unit" is kept on the 5<sup>th</sup> floor. It is the responsibility of the area borrowing the VRI unit to return it in good condition. If damaged or missing, the borrowing unit will be responsible for replacement costs.

- The VRI unit must have a screen protector applied to allow for oxycide to be used to disinfect the device and screen
- A sign language interpreter can be requested through Dayle McIntosh Center by calling 714/621-3300 and the hours of availability are Monday through Friday from 8:30 a.m. to 5:00 p.m., excluding holidays. When possible, requests should be made 72 hours in advance. After hours and holidays, a sign language interpreter may be requested through the Communications Medical Emergency Network for the Deaf (COMMEND) by calling (800) 422-7444.

### **Communicating by Telephone with Persons Who Are Deaf or Hard of Hearing**

Hoag utilizes a Telecommunication Device for the Deaf/TeleTYpewriter (TDD/TTY) for external communication.

A TDD/TTY phone is located in the Communications Department for Hoag Newport/Irvine and in the Emergency Departments at Newport and Irvine. A TDD/TTY phone is also available to be loaned out to departments from the Communications Department at Newport (located on the basement level near East Tower Women's Pavilion elevators).

- TDD/TTY number for the Communications Department is 949-645-8099
- TDD/TTY number for Newport Emergency Department is 949-722-2908
- TDD/TTY number for Irvine Emergency Department is 949-450-0153

For the following auxiliary aids and services, staff will contact the Communications Department at Newport (located on the basement level near East Tower Women's Pavilion elevators), the Emergency Department at Newport or the House Supervisor office at Irvine, which is responsible to provide the aids and services in a timely manner:

- Sign language cards; sign language interpreters; telephone handset amplifiers; written copies of oral announcements; telecommunications devices for deaf persons (TDD/TTYs); or other effective methods that help make aurally delivered materials available to individuals who are deaf or hard of hearing. Each department will provide note-takers.

Some persons who are deaf or hard of hearing may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the person will not be used as interpreters unless specifically requested by that individual and after an offer of an interpreter at no charge to the person has been made by the facility. Such an offer and the response will be documented in the person's file. If the person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy and conflict of interest will be considered. If the family member or friend is not



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<p>competent or appropriate for any of these reasons, competent interpreter services will be provided.</p> <p>The use of minors as interpreters will be avoided unless in emergent or urgent circumstances or where the communication is limited to simple, straightforward matters such as scheduling an appointment or confirming a patient's address and telephone number. Other patients will <u>not</u> be used to interpret, in order to ensure confidentiality of information and accurate communication.</p> <p><b>3.0 FOR PERSONS WHO ARE BLIND OR WHO HAVE LOW VISION:</b></p> <p>3.1 Staff will communicate information contained in written materials concerning treatment, benefits, services, waivers of rights, and consent to treatment forms by reading out loud and explaining these forms to persons who are blind or who have low vision.</p> <p>For the following auxiliary aids and services, staff will contact the Communications Department at Newport (located on the basement level near East Tower Women's Pavilion elevators), the Emergency Department at Newport or the House Supervisor office at Irvine, which is responsible to provide the aids and services in a timely manner:</p> <ul style="list-style-type: none"> <li>• Qualified readers; lighted magnifying glasses; or other effective methods that help make visually delivered materials available to individuals who are blind or who have low vision. In addition, staff is available to assist persons who are blind or who have low vision in filling out forms and in otherwise providing information in a written format.</li> </ul> <p><b>4.0 FOR PERSONS WITH SPEECH IMPAIRMENT:</b></p> <p>4.1 To ensure effective communication with persons with speech impairments, staff will contact the Communications Department at Newport (located on the basement level near East Tower Women's Pavilion elevators), the Emergency Department at Newport or the House Supervisor at Irvine, which is responsible for providing the aids and services listed below in a timely manner.</p> <p>Writing materials such as paper and pen; note-takers; TDD/TTYs; and other communication aids.</p> <p><b>5.0 FOR PERSONS WITH MANUAL IMPAIRMENTS:</b></p> <p>5.1 Staff will assist those who have difficulty in manipulating print materials by holding the materials and turning pages as needed, or by providing one or more of the following:</p> <ul style="list-style-type: none"> <li>• Note-takers; speaker phones; or other effective methods that help to ensure effective communication by individuals with manual impairments. For these and other auxiliary aids and services, staff will contact the Communications Department at Newport (located on the basement level near East Tower Women's Pavilion elevators), the Emergency Department at Newport or the House Supervisor office at Irvine which is responsible to provide the aids and services</li> </ul> <p><b>Reference:</b> <a href="http://www.hhs.gov/ocr/civilrights/resources/providers/medicare_providers/exauxaids.html">http://www.hhs.gov/ocr/civilrights/resources/providers/medicare_providers/exauxaids.html</a>  <b>Review and/or input for this procedure was given by the following:</b> Clinical Operations Leadership; Healthcare Ethics Committee ; Risk Management; Regulatory &amp; Safety Commission; Communications Department  <b>Revision Designation:</b> C - Minor revisions to Policy or Procedure</p>

Controlled Document Approvals :

11/22/2017 8:02 AM	Bynum, Lisa	DIRECTOR RISK MGMT SERVICES	100-8625
11/21/2017 12:27 PM	Guarni, Andrew	VP SR AND CFO	100-8610
11/21/2017 5:03 PM	Bryant, Roxanna	EXEC DIR CORP FAC SERVICES	100-8460
11/22/2017 9:37 AM	Haskell, Richard	Medical Director Cardiology	100-9997
11/21/2017 12:40 PM	Lang, Marilyn	PRINCIPAL PATIENT SAFTY CMLPNC	100-8750