

## LANGUAGE SERVICES at UH

The Patient Relations Department coordinates the language interpretation and document translation services for University Hospital.

### UH Patient Relations Department

University Hospital  
C-242 (in UH Main Lobby)  
(973) 972-6410

### REMEMBER:

- It is the hospital's responsibility to provide interpreter services to any patient, at any time, and at no cost.
- A patient should NEVER be turned away due to a language or communication barrier.
- A patient must NEVER be told to provide their own interpreter.
- ALWAYS ask the patient if an interpreter is needed.
- Children, family members, friends cannot be used as interpreters. If the patient insists these individuals are used to interpret, politely tell them that they may take part in the conversation if this is the patient's wish, but that hospital interpreting services will also be used.
- If the patient declines interpreter services, document this in the medical record.
- If the patient/representative requests interpreter services, document this in the medical record AND obtain the interpreter.
- Do not assume deaf patients are able to communicate effectively by writing notes—sign language and English are two different languages. ALWAYS ask the patient if they would like an interpreter.

There are several ways to ensure clear communication with patients who have limited or no English proficiency.

### BILINGUAL UH STAFF/PHYSICIANS

Only those who have completed a qualification process are permitted to communicate clinical information in a language other than English. If you will be speaking with patients/family members in a language other than English:

- Staff members should contact the Patient Relations Department at ext. 2-6410.
- Physicians and APNs should contact the Medical Staff Office at ext.2-7300.

## OVER-THE-PHONE INTERPRETING SERVICES

To access the over-the-phone interpreting service:

1. Dial **866-455-8165**.
2. Follow the prompts to select a language.
3. Provide the name of your department.
4. Speak directly to your patient.
5. Disconnect call when done.

Click here to see a brief instructional video: [tinyurl.com/UHNJDialingInstructions](https://tinyurl.com/UHNJDialingInstructions)

Dual headsets, that allow both you and the patient to speak to the phone interpreter at the same time, can be ordered by contacting the Patient Relations Department.

## DEAF & HARD-OF-HEARING SERVICES

For immediate access to a sign language interpreter, you may use a video remote interpreting (VRI) unit. The VRI provides video sign language interpreting services via a mobile video conferencing unit on a rolling cart.

- VRI machines are available 24 hours a day, 7 days a week.
- VRI machines are available on every floor of 150 Bergen and in UMD Care in 140 Bergen.

Click here for a brief instructional video:

- <https://www.dropbox.com/s/e5qr3a2urppnpdd/Clarity%20-%205.mp4?dl=0>

### **If an in-person interpreter is needed:**

- Call Patient Relations at ext. 2-6410 and we will make these arrangements.
- After hours/weekends/holidays, call the PCC/Administrator on Duty at ext. 2-5677.

## DOCUMENT TRANSLATION

Ensure that any critical documents you give to your patients are provided to the patient in their preferred language. Critical documents may include:

- Informed Consent documents
- Medication management and prescription directions
- Discharge instructions
- Explanations of screening, diagnosis, or treatment options
- Intake forms

Should you have any documents in need of translation, please forward to the Patient Relations Department ASAP. Translations must be done via the Patient Relations Department. Do not undertake the translation yourself or ask a colleague to assist.

**To call a patient who is deaf:** Dial 9-7-1-1.

**To call a patient who does not speak English:** Dial 1-866-455-8165.

The individual you are calling will ask for the patient's phone number and interpret for you on a 3-way call. Remember to speak naturally to the patient on the phone, and the interpreter will communicate for you.