Interpreter Services Documentation - Inpatient

All patients in Epic should be screened for the need for Interpreter Services. For the Inpatient units, this is done by nursing in the Admission navigator. Ongoing documentation of the use of interpreters should be done in the flowsheets activity. This tip sheet outlines the process for Interpreter Services documentation.

- In the Admission navigator, open the **Interpreter Services** section. This is also required documentation for all inpatients on admission as indicated by the clock

- If the patient has No communication deficiency and no services, demographics will Not need to be updated and you can click Close to move to the next section of the navigator

- If the patient needs a specific communication service, you must select the service needed from the list. Additional rows will cascade in specific to the service needed

- Nursing staff are alerted in the row information in Red Bold letters that they must complete all cascading rows for the documentation to be correct

- If a Free qualified interpreter was offered, but the offer is declined, *Electronic signature will no longer be used.*

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- o English reading/speaking patients (HOH patients) should read the declination information in the next row and the nurse can document that the risks of declining were explained

Was a free qualified interpreter offered?	Yes - Offer accepted	Offer Declined	

Risk of declining interpreter services explained	Yes to Patient	Yes to Companion	No to Patient	No to Companion

There are risks if you choose to proceed without the help of a trained medical interpreter, offered to you free of charge.
If you choose to proceed without our interpreter services or insist on using your own interpreter, you might risk:

• Medical terms not being interpreted properly
• Information being misunderstood, added or left out
• That person learning things about you that you may not want to share (our interpreters protect your privacy)
• Others being told about your health condition without your permission

Each of these risks could impact your ability to make informed decisions regarding your medical treatment and also our ability to get as much accurate information as possible from you on what it is you are experiencing or have experienced recently regarding your health.

In short, we recommend that we communicate with you through a trained medical interpreter.

(See Multi-lingual Decline Interpreter section for other languages)

- o Non-English speaking patients will have the ability to review the risks in the next section of the admission navigator. Open the **Decline Interpreter** section. Multi-lingual patients can read the risks of declining in their own language. (We have Spanish, Polish, Vietnamese, Simplified Chines, Russian and Arabic available)

Navigators

⬩ **Admission** ⬩ Transfer ⬩ Discharge

RELEASE ORDERS
Signed/Held Orders
Release Orders
Acknowledge

OVERVIEW
Outside Records
Consents
Admission Info
Travel/Exposure
Vital Signs
Interpreter Services
Decline Interpreter ◁
Grievance Form
Demographics
Allergies
Home Meds
History
Immunizations
Vaccinations
Advance Care Pla…
Health Care Repr…
Filed Documents
Implants
Belongings
Print Belonging

ASSESSMENTS
Specimen Collection
Nutrition
Fall Risk
ADLs
Psychosocial
Suicide Risk
Skin Risk
Discharge Planning

⬩ **Multi-lingual Decline Interpreter**

Spanish

Existen riesgos si decide continuar sin la ayuda de un intérprete médico capacitado, cuyos servicios se le ofrecen de forma gratuita.
Si decide continuar sin los servicios de nuestro intérprete o si insiste en usar su propio intérprete, estos son los riesgos que puede correr:

o Que los términos médicos no se entiendan correctamente
o Que se malinterprete, se agregue o se omita información
o Que esa persona se entere de cosas suyas que tal vez usted no quiere compartir (nuestros intérpretes protegen su privacidad)
o Que otras personas reciban información sobre su afección sin su autorización

Cada uno de estos riesgos podría repercutir en su capacidad de tomar decisiones fundadas en relación con su tratamiento médico y, además, en nuestra capacidad de obtener de us sintiendo o ha sentido recientemente en lo que atañe a su salud.

En resumen, nuestra recomendación es que nos comuniquemos con usted a través de un intérprete médico capacitado.

Polish

Ryzyko zwi?zane z rezygnacj? z oferowanego przez nas, bezp?atnego t?umacza o specjalno?ci medycznej le?y po stronie klienta.
Rezygnacja z us?ug z naszego t?umacza lub wynaj?cie w?asnego t?umacza mo?e skutkowa?:

o Nieprawid?owym przet?umaczeniem terminów medycznych,
o Niezrozumieniem, dodaniem lub pomini?ciem informacji,
o Ujawnieniem stronom trzecim informacji o kliencie (t?umacz jest zobowi?zany do ochrony prywatno?ci klienta),
o Ujawnieniem danych medycznych osobom trzecim bez zezwolenia klienta.

Powy?sze ryzyko mo?e wp?yn?? na zdolno?? do podejmowania przemy?lanych decyzji dotycz?cych leczenia oraz uniemo?liwi? uzyskanie od klienta wyczerpuj?cych informacji w zak

Zalecamy klientom komunikowanie si? za po?rednictwem naszego wyszkolonego t?umacza o specjalno?ci medycznej.

Vietnamese

Có nh?ng r?i ro n?u b?n ch?n ti?n hành mà không c?n s? tr? giúp c?a m?t thông d?ch viên y t? ???c ?ào t?o, ???c cung c?p cho b?n mi?n phí.
N?u b?n ch?n ti?n hành mà không có d?ch v? thông d?ch viên c?a chúng tôi ho?c c? nài n? s? d?ng thông d?ch viên c?a b?n thì b?n có th? g?p r?i ro:

o Các thu?t ng? v? y h?c không ???c di?n gi?i chính xác
o Thông tin b? hi?u nh?m thêm vào ho?c b? qua

- o If the patient cannot read, a translator will need to be used to review the risks with the patient or companion.
- o Don't forget to return to the Interpreter Services section and document that the risks of declining were explained

Risk of declining interpreter services explained	Yes to Patient	Yes to Companion	No to Patient	No to Companion

Special Considerations for patients that are Deaf or HOH

- Patients who are deaf/HOH have additional information that must be documented. They have the ability to determine their preferred method of communication and if we do not use the preferred method, the patient may file a grievance

- Document patient's preferred method of communication and was the preferred choice delivered. If you say No, the nurse will have to document the reason for denial of preferred communication method

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and print out and sign the Written Letter of Denial & Grievance

- The Written Letter of Denial & Grievance can be printed from the Admission navigator in the **Grievance Form** section

- Click on the blue hyperlink

Grievance Form

Printing Report

Report ID	Report Name
3047090001	Written Letter of Denial & Grievance

- The window will open displaying the written letter which pulls in your documentation

Patient Name:Nance Adt
DOB: 1/20/1991
MRN: T50002134
Admission Date: 7/18/2018
Attending Provider: Anat Bergner, MD

**Written Letter of Denial and Grievance Procedure**

It has been determined that another equally effective means of communication is available for use.
The basis for this determination is: Other equally effective means utilized . Denial is based on: No In-house interpreter available and urgent healthcare discussion needed to occur

Signature of Patient/Companion:_____ Date: _____ Time: _____

Signature of Staff: _____ Date: _____ Time: _____

We would like to resolve any concerns you might have as soon as possible. You may speak to the nurse in charge, the assistant manger or the manager. If you are not satisfied with the results, you may contact the Patient Relations department Monday-Friday 8 am to 4:30 am by dialing 860-679-3176. After hours, you may contact the UCONN Health operator by dialing 860-679-2000. Patient Relations' role includes processing any grievance you might have with John Dempsey Hospital.

If you wish to provide feedback or have a complaint or grievance that is not urgent, you may write to the following address. There is no form -

|	
←	Back
⟳	Refresh
🔍	Find
🖶	Print
▤	Copy All
🖼	Expand Images
🔗	Links
📋	Launch PasteBoard
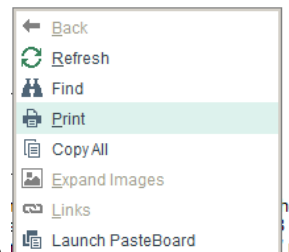
- You can right click on the letter to print at the nursing station
- Have the patient sign the letter, you sign as the nurse and make a copy.
- The patient receives the copy and the original is placed in the thin chart for scanning after discharge

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• Update the Demographic Information

- If the patient requires an interpreter of any kind, the Demographics must be updated
- Click on the **Demographics** section of the admission navigator

∞ Demographics

Go to Demographics - General Tab ⤴
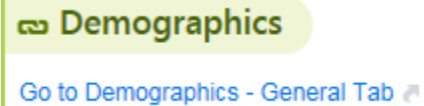
- Click on the blue hyperlink to open the Demographics activity
- Navigate to the Clinical Information tab and update the Interpreter Needed, Preferred language, and Written Language as appropriate

- Return to the Navigator to complete the admission

Document the Use of Interpreters During the Hospitalization

- You can document the use of interpreters during the inpatient stay in your flowsheets activity

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	1433

Interpreter Services: Must Complete All Cascading Rows!

Interpreter Services row	Value
Communication service needed for	Patient Deaf/H 🔍
Patient's preferred method for communication	In-person q...
Was a free qualified interpreter offered?	Yes - Offer ...
Was preferred communication choice denied?	Yes
Reason for denial of preferred communication	Other equall...
The basis for this determination is:	No In-house...
Written letter of denial & grievance given	
Communication resource used	Video remot...
Time VRI cart requested	
Time VRI started	
Time VRI onscreen interpreter started	
VRI ID #	
Mode of communication services deemed	
Demographics updated	

- There is a new **Interpreter Services** Flowsheet
- Or you can document at the top of the **Screenings** flowsheet

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Admission Information

Accompanied By:	
History given by:	

Interpreter Services: Must Complete All Cascading Rows!

Interpreter Services row	Value
Communication service needed for patient/companion	Patient Deaf/HOH
Patient's preferred method for communication	In-person qualified interpr...
Was a free qualified interpreter offered?	Yes - Offer Accepted
Was preferred communication choice denied?	Yes
Reason for denial of preferred communication service	Other equally effective mea...
The basis for this determination is:	No In-house interpreter av...
Communication resource used	Video remote interpreter
Mode of communication services deemed effective	
Demographics updated	

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