

**TO:** Members of the Medical Staff  
**FROM:** Peter N. Herbert, M.D.  
**SUBJECT:** Interpreter Services

Yale-New Haven Hospital has established very comprehensive interpreter services to assist our non-English speaking patients. The program is part of the Department of Patient Relations and Volunteer and Interpreter Services and supports over 50 languages.

The use of interpreter services for non-English speaking patients is very important in order for the Hospital to remain in compliance with the requirements of the Department of Health and Human Services' Office of Civil Rights, the Joint Commission on the Accreditation of Healthcare Organizations, the Americans with Disabilities Act and Connecticut State Law. It is no longer acceptable to utilize a family member, friend or other individual present at the patient's bedside to translate and interpret your conversations with the patient.

Interpreters are available to you 24 hours a day for immediate or future assistance. Patient care unit staff have been trained and educated about the program and proper equipment is available to support your interpretation needs.

Enclosed please find further information and details about Interpreter Services at Yale-New Haven Hospital.

If you have questions about this program or would like more information, please contact Jeannette Hodge, Director of Patient Relations at 688-2297.



# Yale-New Haven Hospital

## Department of Patient Relations, Volunteer and Interpreter Services Language Assistance Project

### Accessing Language Services and Equipment

#### **Step 1 Gather Information**

Have the following information ready before you call to request services:

- Name of Patient
- Language or equipment needed
- Patient Location
- Patient MRN # or D.O.B.
- Caller's name/phone/pager

#### **Step 2 Request an Interpreter for Inpatient and Outpatient areas**

- Speaker phones for spoken language interpreters are located in the Language Assistance Project tool Kits located on the units and in outpatient treatment and diagnostic areas.
- Call the Interpreter Service Line at 8-7523 24 hours a day/ 7 days a week
- Press option 1 for an interpreter now
- Press option 2 for future requests

#### **Step 3 Requesting Equipment**

- **In-patient Units**
  - Personal Amplifier and speakerphone for spoken language are in the unit's Language Assistance Project toolbox.
  - For a TTY (device for deaf) Monday-Friday contact the Nursing Administrative Coordinators. Nights, Weekends and holidays contact the Off Shift Administrators.
- **Ambulatory Clinics and Procedure Rooms**
  - Personal Amplifier and speakerphone for spoken language are in the unit's Language Assistance Project toolbox.
  - Have directions to the nearest TTY
  - Dial 711 to access an operator to assist calling a TTY user.

