

13. Discussing Advanced Directives
 14. Discussing end of life decisions and,
 15. Obtaining financial and insurance information.
 16. Obtain an assessment for patient level of consciousness if family or bilingual personnel is unavailable (used to assess deterioration)
- C. Interpreters provided by AHCVN shall be tested to ensure that the interpreting provided for healthcare services is comp

H. Signage:

1. Notices are posted in the Hospital lobby/admitting area, the Emergency Department (ED), and in the outpatient areas. The notices inform patients and families:
 - a. The procedure for obtaining interpreter services.
 - b. The location of the TDD service1

