



Entity(s): Feather River Hospital

F. MARTTI - My Accessible Real-Time Trusted Interpreter: LAN video interpreter service.

G. Limited English Proficiency (LEP): Individuals who do not speak English as their preferred language and who have a limited ability to read, write, speak or understand English.

H. LES: Limited English speaker.

I. California Telephone Access Program (CTAP): A state-man

Exception: Employees may provide limited, non-healthcare exchange in a second language for the purpose of providing information such as directions, orientation to a patient's room and orientation to time, place, environment or equipment.

4. Interpreter services are available 24 hours/day 365 days/year at no cost to the patient.
5. Refer to, "[Tips for Working Effectively with an Interpreter.](#)"
6. Refer to, "[LAN Language List.](#)"
7. Refer to, "[NorCal Services for Deaf & Hard of Hearing FAQs.](#)"

B.

8. Discussing complex billing or insurance matters and

9. Making educational presentations, such as birthing and new parent classes, nutrition and weight management counseling, and CPR and first aid training.

E. Consents

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a. Feather

- a. Your name, department, location.
- b. Patient name and medical record number.
- c. If information is not ava

3. Interpreter Services for the Deaf

a. Sign language interpreters are available through the NorCal Center on Deafness

1. Telephone 1-916-349-7525 (Monday–Friday 0800–1630)

2. Telephone 1-916-962-6055 (Daily after 1700 and on weekends)

b. Information and referral specialist

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- j. Watch for feedback, both verbal and non-verbal.
- k. Coordinate your body language to reinforce your verbalizations.
- l. Use gestures and other visual cues to augment communications as needed.
- m. When you are not being understood, restate using other words, be succinct.
- n. Utilize alternate means of communication, such as reading and writing, pictures and drawings, careful gestures, demonstrations

a. All new employees & physicians are informed of the requirement to and importance of

6/8/2016

OTHER DOCUMENTS:
(WHICH REFERENCE THIS DOCUMENT)

[Tips for Working Effectively with an Interpreter](#)

[MRI Patient Safety Standards](#)

[Informed Consent](#)

DISTRIBUTED TO:

Refer to AFFECTED DEPARTMENTS/SERVICES above

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