

: Facility:
: St. Helena Hospital Napa Valley
: St. Helena Hospital Clear Lake
: St. Helena Hospital Center for Behavioral Health <

† System-wide Corporate Policy	Policy No:	APM II. 6 (CSAPPP0206)
† Standard Policy	Page:	1 of 6
† Model Policy:	Department:	Administration
	Category/Section:	Communication
	Manual:	Administration

POLICY: INTERPRETING PATIENT CARE INFORMATION

5. The bilingual employee is functioning only as a transmitter of information. This is a very specific role and the employee needs to avoid getting in the middle of the patient / doctor relationship or interfering in the delivery of care through injecting personal bias.
 - a. To promote safety and to avoid miscommunications, translate the words of the patient and the healthcare professional as closely as possible (e.g., refrain from adding own comments or opinions, avoid giving the impression verbally or nonverbally of a difference of opinion with the healthcare professional).



