



**Connecticut Valley Hospital
Nursing Policy and Procedure**

**SECTION A: NURSING SERVICE
ORGANIZATION**

**CHAPTER 5: PATIENTS RIGHTS:
CONFIDENTIALITY, TREATMENT, ETHICS,
PRIVACY, AND DIGNITY**

**POLICY AND PROCEDURE 5.9 Linguistic Support:
Use of Interpretation/Translation Services**

Authorization:
Nursing Executive Committee

Date Effective: May 1, 2018
Scope: Connecticut Valley Hospital

Standard of Practice:

The Nurse ensures that appropriate linguistic mechanisms are put in place so all patients can communicate in their preferred language while in the hospital.

Standard of Care:

The patient can expect to communicate his/her needs to staff in his/her preferred language through the use of interpretation and/or translation services provided by the hospital.

Procedure:

Upon admission, the Nurse performs an Admission Assessment which includes cultural factors that are relevant to the treatment process, such as the preferred spoken and written language of the patient.

Upon admission, the Nurse may access a CVH interpreter by reviewing the list of competent bilingual staff by division, service, position, shift, and language spoken. This list can be found on the T Drive in the Bilingual folders list. If there is no available interpreter, the Nurse completes the form "Notification of Need for Interpreter/Translation Services and faxes it to the Office of Multi-Cultural Affairs, ext. 5895. The form should contain the specific language needed and the requested schedule of the Interpreter. The Multi-Cultural Affairs Office will then coordinate with an outside vendor to procure services.

If an Interpreter is not available, the Nurse may utilize the telephonic interpreter service, CTS Language Link. Please refer to Operational Policy & Procedure 2.9 for details on how to utilize this service. If the patient is hearing impaired, please contact the Hearing Impaired Coordinator, ext. 7192.