**Approved by: John Bartos, CEO Effective Date: 4/07/2009**

**Signature: Revision Date: 8/12/2015**

**MARCUS DALY MEMORIAL HOSPITAL
Hospital Wide Policy**

**Effective Communication/Auxiliary Aids and Services
for Persons with Disabilities**

**POLICY**

Marcus Daly Memorial Hospital (MDMH) will take appropriate steps to ensure that persons with disabilities, including persons who are deaf, hard of hearing, or blind, or who have other sensory or manual impairments, have an equal opportunity to participate in our services, activities, programs and other benefits.

The procedures outlined below are intended to ensure effective communication with patients/clients involving their medical conditions, treatment, services and benefits. The procedures also apply to, among other types of communication, communication of information contained in important documents such as patient rights and responsibilities, registration documents including: waivers of rights; consent to treatment forms; financial and insurance benefits forms; advanced beneficiary notices; etc, as well as patient welcome information, etc. All necessary auxiliary aids and services shall be provided without cost to the person being served.

All staff will be provided written notice of this policy and procedure, and staff that may have direct contact with individuals with disabilities will be trained in effective communication techniques, including the effective use of interpreters.

**PROCEDURES**

1. **Identification and assessment of need:**

MDMH provides notice of the availability of and procedure for requesting auxiliary aids and services through notices in our brochures and handbooks, and through notices posted in waiting rooms and at the nurses station. When an individual self-identifies as a person with a disability that affects the ability to communicate or to access or manipulate written materials or requests an auxiliary aid or service, staff will consult with the individual to determine what aids or services are necessary to provide effective communication in particular situations.

1. **Provision of Auxiliary Aids and Services:**

MDMH shall provide the following services or aids to achieve effective communication with persons with disabilities:

* 1. **For Persons Who Are Deaf or Hard of Hearing**
1. For persons who are deaf/hard of hearing and who use sign language as their primary means of communication, the supervisor of the department is responsible for providing effective interpretation or arranging for a qualified interpreter when needed. If unable to contact the supervisor of the department, contact the House Supervisor.

Administration is responsible for maintaining a list of qualified interpreters on staff showing their names, phone numbers, qualifications and hours of availability. The list is available on the employee portal.

1. Communicating by Telephone with Persons Who Are Deaf or Hard of Hearing, MDMH utilizes a Telecommunication Device for the Deaf (TDD) for external communication. The telephone number for the TDD is 800-833-8503. The TDD is located in the Reception Area of the Emergency Department, as it is staffed 24 hours a day. Signs notifying patients and visitors that a TDD is available are located at the nurses’ station, Outpatient Registration and ER Registration.

When requested by patients or visitors, hospital employees will obtain the TDD and facilitate setting it up to ensure that effective communication occurs.

1. For the following auxiliary aids and services, staff will access the communication box of supplies located in ED Registration or Corvallis Family Medicine. For additional needs such as Note-takers, written copies of oral announcements, or other effective methods that help make aurally delivered materials available to individuals who are deaf or hard of hearing, the department manager is responsible for arranging.
2. Some persons who are deaf or hard of hearing may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the person will not be used as interpreters unless specifically requested by that individual and after an offer of an interpreter at no charge to the person has been made by the facility. Such an offer and the response will be documented in the person's file. If the person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy, and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided.

**NOTE: Children and other residents will *not*****be used to interpret, in order to ensure confidentiality of information and accurate communication.**

* 1. **For Persons Who are Blind or Who Have Low Vision**

Staff will communicate information contained in written materials concerning treatment, benefits, services, waivers of rights, and consent to treatment forms by reading out loud and explaining these forms to persons who are blind or who have low vision. Larger print copies will be made available upon request and will be located in all registration areas and at the nurses' station.

1. **For Persons With Speech Impairments**

To ensure effective communication with persons with speech impairments, staff will provide the aids and services in a timely manner: writing materials, TDDs, computers, alphabet boards, white boards, and sign language interpreters. These aids are located in the ED registration area and may be accessed 24/7 by staff. Contact IT for computer temporary needs.

1. **For Persons With Manual Impairments**

Staff will assist those who have difficulty in manipulating print materials by holding the materials and turning pages as needed, or by providing one or more of the following: note-takers, speaker phones, or other effective methods that help to ensure effective communication by individuals with manual impairments. These and other auxiliary aids are available in the ED reception area. Staff will contact the House Supervisor if assistance is needed to provide other services in a timely manner.

**Appendix A**

**Marcus Daly Memorial Hospital Qualified Interpreters**

8/2015

Kristen Pound – Business Office – ext. 4831 – American Sign Language – M-F 8-5

Lena Gartner – EMS – 406-821-3979 or 531-0976 – Russian & Ukrainian – When on call

Kristina Bessenyey – PRN EMS – 360-6585 – Hungarian & French – When On call

Elizabeth (Lisa) Kubiak – Admitting Clerk – ext. 4800 – Sign Language M-F 8-4

Alla Brooks, RN – Nursing – Russian – When on Shift

Sophia Arnold – BPC Receptionist – ext. 4830 – Greek M-F 8-5

If no interpreter is available, Language Line should be used by calling 1-800-821-0301. See instructions in attached policy.

For services requiring payment and needing prior authorization from the Administrator on Call:

Joan Zinkovich - independent – 406-531-6038 – Certified Sign Language Interpreter