



Language and Translation Services

Preferred Means of Language and Communication

West Jefferson Medical Center (WJMC) respects patients' preferred means of language and communication. In the *WJMC Patient Rights Booklet*, through the admission process and during ongoing patient encounters, patients and/or their designee are informed that patients have the right to an interpreter, if a language barrier or sensory impairment exists.

Patient Rights

Patients have the right to communicate regardless of visual, sensory, speech, hearing and/or cognitive impairments and/or language needs. To request assistance, a translator or interpreter, or to learn more about language and translation services, patients and/or loved ones are encouraged to speak with their nurse or the area supervisor in the respective hospital setting or outpatient area.

Information About Language Services at WJMC

If someone is not a patient in the hospital but is calling about language services, they may contact WJMC Guest Services at (504) 349-1134 on weekdays between 8 a.m. and 4:30 p.m. On weekends, after hours and holidays, patients are asked to contact the hospital operator (504) 347-5511 or the Nursing House Supervisor for assistance.

Processes and Services

WJMC assists with providing language translation services for non-English speaking patients through organizations such as Language Line, which is a 24-hour, 7 day toll-free telephone translation service. In addition to this service which the hospital subscribes to, WJMC identifies members of its staff for medical translation. The volunteer translators are provided based upon their availability. Translation services are provided at no charge to patients.

Written Materials

It is WJMC's procedure to facilitate translation services of patient education materials and/or consent forms and related documents upon request. WJMC seeks to provide necessary documents in the major languages of its patients and to facilitate translation of said documents as appropriate for patients speaking other languages which may seek the services of WJMC.

Patient Wrist Band, Communication

To identify patient preference with regards to languages other than English, a patient wrist band is provided at admission identifying a patient's preferred language. In addition, patient communication boards are utilized to highlight preferred language.

Patient Rights Booklet

The *Patient Rights Booklet* is provided upon admission. For assistance with translation, please follow above procedures.

For the Hearing Impaired

Please notify Guest Services for sign language needs 48-72 hours before hospital admission. A telecommunications device is available to help hearing-impaired patients. Arrangements can also be made to have a person who uses sign language help hearing-impaired or deaf patients and/or family members. For additional information, contact Guest Services at (504) 349-1134 or the Nursing House Supervisor after hours, holidays and weekends.