



Origination	10/1/2010	Owner	Ann Marie Svolos:
Effective	12/18/2025		PRINCIPAL RISK
Last Revised	12/18/2025		ACCREDITATION
Next Review	12/18/2026		& REGULATORY
			COMPLIAN
Area (Category)		Organization - Risk Management	
Applicability		Hoag Orthopedic Institute	

## Communication with Persons with Limited English Proficiency

### **PURPOSE:**

The purpose of this policy is to ensure that all Limited English Proficiency (LEP) (a limited ability or inability to speak, read, write, or understand the English language at a level that permits the person to interact effectively with health care providers or social service agencies) patients, the legal representatives or surrogate decision-makers are able to understand their medical conditions and treatment options and for Hoag Orthopedic Institute to provide quality patient care to LEP patients.

### **SCOPE:**

This policy applies to Hoag Orthopedic Institute (HOI).

### **POLICY:**

1. HOI will take reasonable steps to ensure that persons with limited English proficiency (LEP) have meaningful access and an equal opportunity to participate in our services and to ensure meaningful communication with LEP patients and surrogate decision-makers involving their medical conditions and treatment.
2. The policy provides for communication of information contained in vital documents, including but not limited to, waivers of rights, consent to treatment forms, and financial and insurance benefit forms.

3. All interpreters, translators and other aids needed to comply with this policy shall be provided without cost to the person being served, and patients and surrogate decision-makers will be informed of the availability of this free of charge.
4. Language assistance will be provided through the use of qualified interpreters. This includes external interpreters provided via arrangements with local organizations that provide interpretation or translation services or technology and telephonic/telehealth interpretation services.
5. All staff will be provided notice of this policy and procedure, and staff that may have direct contact with LEP individuals will be trained in effective communication techniques, including the effective use of an interpreter.
6. HOI will conduct a regular review of the language access needs of our patient population, as well as update and monitor the implementation of this policy and these procedures, as necessary.

## **PROCEDURE:**

### **A. Identifying LEP Persons and their Language**

1. HOI will promptly identify the language and communication needs of the LEP person. If necessary, staff will use a language identification card. In addition, when records are kept of past interactions with patients or surrogate decision-makers, the language used to communicate with the LEP person will be included as part of the record.

### **B. Obtaining a Qualified Interpreter**

1. Staff may obtain an interpreter through the outside interpreter service by the following ways:
  - a. **To use Video Remote Interpreting using Voyce when logged onto Haiku, Canto, or Rover, do the following:**
    - i. Select the patient from the schedule, patient list, or from patient search.
    - ii. From Open Chart, select link from Summary Tab OR go to the Epic Menu (top right) and navigate to "Links" from the menu toolbar and select audio or video.
    - iii. You will be automatically redirected to the Voyce App. Review the details on the patient information page (patient name, preferred language, organization name, encounter location) and press "Next" if/once information is correct.
    - iv. The language will be preselected based on the patient's preferred language identified in Epic. Press "Next" to proceed or change the language.
    - v. Select the reason for the interpreter session from the drop-down list provided (e.g. assessment, consent, discharge, education, etc.).

- vi. Once the language is confirmed, the system will pair you with an interpreter. An estimated connection wait time will appear.
  - vii. Once the call has ended, you may reconnect to the interpreter if needed, or press "I'm Done" to complete the session.
  - viii. After the session, you will have the opportunity to submit Feedback and to click "Next" to complete.
- b. **To use Video Remote Interpreting using Voyce via a standalone HOI-issued device directly from the Voyce App, do the following:**
- i. From the standalone HOI-issued device (iPad/tablet), tap the Voyce icon to launch the application. Press the green "Single Sign On" to log in using your HOI credentials.
    - 1. Make sure the "Company" is set to HOAG. If the company code shows a different name, such as "Voyce," please click on the name and type in HOAG.
    - 2. Enter your HOI login credentials on the Hoag login page that will appear after you press the green Single Sign On button. Do NOT use the username and password field on the Voyce screen.
  - ii. Tap the phone "Get Interpreter" icon to proceed to connect with a language interpreter.
  - iii. Type in the patient's medical record number and tap "Next."
    - 1. If the MRN matches one individual patient, it will appear in the first row. If there is more than one match, the option to choose will be presented. Click "Next."
    - 2. If the patient has only had one visit or encounter, it will appear in the first row on the screen. If there are multiple encounters, an option to choose will be presented. Click "Next."
  - iv. The preferred language of the patient will be the default language in the field. However, this can be changed to another language, if necessary, by selecting "Change Language" and choosing from the list provided. Click "Next."
  - v. Select the reason for the interpreter session from the drop-down list provided (e.g. assessment, consent, discharge, education, etc.).
  - vi. Once the language is confirmed, the system will pair you with an interpreter. An estimated wait time will appear.
  - vii. For video calls, once the line is connected, both cameras will be turned on and synced. Options to mute, hang up, pause video, flip camera, or use the keypad are still available.
  - viii. Once the call has ended, the interpreter's name and ID will be

- visible along with the option to reconnect or end the session by pressing "I'm Done" to complete the session.
- ix. After each session, you must log out of the HOI-issued iPad/tablet. Navigate to the settings bar in the top right corner of the screen and press "Sign Out."

#### **C. Use of Family Members, Minors, or Other Patients**

- a. Some LEP persons may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the LEP person will not be used as interpreters unless specifically requested by that individual and after the LEP person has understood that an offer of an interpreter at *no charge* to the person has been made by HOI. Such an offer and the response will be documented in the patient's record. If the LEP 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 to the LEP person.
- b. The use of minors as interpreters will be avoided unless in emergent or urgent circumstances or where the communication is limited to simple, straightforward matters such as scheduling an appointment or confirming a patient's address and telephone number. Other patients will not be used to interpret, in order to ensure confidentiality of information and accurate communication.
- c. Other patients will not be used to interpret, in order to ensure confidentiality of information and accurate communication.

#### **D. Providing Written Translations**

- a. When translation of vital documents is needed, each unit in HOI will submit documents for translation into frequently encountered languages to the hospital designated entity. Original documents being submitted for translation will be in final, approved form with updated and accurate legal and medical information.
- b. HOI will provide translation of other written materials, if needed, as well as written notice of the availability of translation, free of charge, for LEP individuals.
- c. HOI will set benchmarks for translation of vital documents into additional languages over time.

#### **E. Providing Notice to LEP Persons**

- a. HOI will inform LEP persons of the availability of language assistance, free of charge, by providing written notice in languages LEP persons will understand. At a minimum, signs will be posted in intake areas (i.e., HOI lobby).
- b. HOI makes these policies available on its public website in languages that reflect the surrounding community demographics.

#### **F. Monitoring Language Needs and Implementation**

- a. On an ongoing basis, HOI will assess changes in demographics, types of services or other needs that may require reevaluation of this policy and its procedures. In

addition, HOI will regularly assess the efficacy of these procedures, including but not limited to mechanisms for securing interpreter services, equipment used for the delivery of language assistance, complaints filed by LEP persons, and feedback from patients and community organizations. An annual analysis will be reported to HOI's quality and performance improvement committee.

#### **G. Documentation**

- a. When interpreter services are declined or used, document such on the following applicable forms or in the electronic medical record:
  - i. For *paper* forms that include an Interpreter's Statement at the bottom of the form (e.g., Consent for Surgery and Procedure form, Conditions of Admission, etc.).
  - ii. For *electronic* consents (e.g., Procedural, Blood, Anesthesia) the RN will complete the electronic document located in the consent section of the electronic medical record (i.e., EPIC).
  - iii. A separate *Interpreter's Statement* form is available to document interpreted discussions or forms when appropriate (Form #9664 located on the BackBone > Forms & Order Sets > HOI Medical Records Forms).
  - iv. The use of interpreter services during patient care may be documented in the Interpreter Service Section of the applicable department navigator or on the Interpreter Services Flowsheet in the electronic medical record (i.e., EPIC).
    - i. When using Voyce either through the standalone device via Voyce App or using Voyce directly through Haiku, Canto or Rover, key transactional details (preferred language, reason interpreter used, interpreted by video/audio, vendor interpreter ID#) for each call will automatically file into the Interpreter Services flowsheet rows in the electronic medical record.

#### **Reference:**

1. California Health & Safety Code, DIV2, CHP 2, ART 1, §1259. Available at: [§1259](#)
2. U.S. Department of Health and Human Services. (December 6, 2024). Limited English Proficiency. Available at: <https://www.hhs.gov/civil-rights/for-providers/clearance-medicare-providers/example-policy-procedure-persons-limited-english- proficiency/index.html>
3. California Hospital Association. (2024). California Hospital Consent Manual, 50th ed. California Hospital Association Publishing.
4. California Code of Regulations, Title 22, DIV 5, CHP1, ART 7, § 70721. Available at: [§ 70721](#)
5. Federal Register (2024). Nondiscrimination in Health Programs and Activities. (42 CFR Parts 438, 440, 457, and 460  
45 CFR Parts 80, 84, 92, 147, 155, and 156). Available at: <https://www.federalregister.gov/documents/2024/05/06/2024-08711/nondiscrimination-in-health-programs-and-activities>

## Approval Signatures

Step Description	Approver	Date
VP/CNO Approval	Alina Miller: VP AND CNO HOI : HOI ADMINISTRATION - FULL TIME -	12/18/2025
MEC Approval	Bianca Irizarry: DIRECTOR MED STAFF SVCS : HOI-MEDICAL STAFF - FULL	12/18/2025
Policy Management - P & P Committee Approval	Katheryn Von Bargen: ADMINISTRATIVE SPECIALIST : HOI-MED SURG JOINT - F	11/25/2025
Owner Approval	Ann Marie Svolos: PRINCIPAL RISK ACCREDITATION & REGULATORY COMPLIAN	10/22/2025

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## Applicability

Hoag Orthopedic Institute