

## Black River Medical Center Policy and Procedures

Section: <b>ADMINISTRATIVE</b>	Originating Department: <b>Administration</b>	Effective Date: <b>01/17/2012</b>
Title: <b>INTERPRETER SERVICES</b>		Executive Approval: <b>Michael Burcham, Sr., MBA</b>

### POLICY:

It is the policy of BRMC that we will provide foreign language and sign language interpretation services to anyone indicating need of these services. It should be noted that all attempts will be made to provide a Medically Certified Interpreter, however, in emergency situations a family member may provide interpretation only until a certified interpreter can be accessed. For patients requiring sign language interpretation a pencil and paper may be utilized in emergency situations.

### PROCEDURE:

1. Sign Language Interpretation:
  - a. Hospital personnel contact a Certified (*Level 5*) Interpreter by calling Stacy Magill Advanced Certified Sign Language Interpreter at #573-321-0752.
  
2. Foreign Language Interpretation:
  - a. Hospital personnel can locate a certified medical interpreter by utilizing the services contracted on behalf of the Medical Center with Language Solutions out of Saint Louis Missouri. Contact Information can be obtained by reviewing the attachment to this policy or through contact with the hospital switchboard or Emergency Room registration clerk.
  
3. Each case is handled on an individualized basis. Billing must be arranged through the BRMC Billing Office.
  
4. The Nursing Administration office will maintain the Interpretation Guidelines and update the numbers as necessary.

### References:

Missouri Commission for the Deaf: Interpreter's Manual, Jefferson City, MO

---

Distribution: House-wide

OSHA Category: III

Approved:



---

Michael Burcham, Sr., MBA  
President & CEO

## Language Solutions

### Our Services

*Our attention to quality and excellence has earned us our client's trust as the #1 factor they value most.*

Language Solutions, Inc. (LSI) provides fast, flexible, and high-quality solutions for your unique translation and documentation needs. We meet your deadlines, keep you on budget, and take pride in our honesty and accuracy. We are dedicated to customer service, quality and excellence. It is ingrained in our work, our culture, our philosophy and our methodology.

**Written Translation**  
in over 40 languages

**Oral Language Interpretation**  
(in-person or over-the-phone)

**Multilingual Typesetting**  
of the translation into design files

**Web Site Translation**  
(local adaption)

**Foreign Language Transcription**

**Foreign Language Voice-over / Subtitling /  
Closed Captioning**

**Client Review Process / Subject Matter Expert  
Review**

**Certified Localization Project Management**

As your trusted partner for language resources, we go beyond simple translation and help you develop and implement target market strategies and predictable, repeatable processes.

### Telephone Interpretation Service

#### When to use telephone interpreting services?

Our telephone interpreting system provides an economic alternative to in-person interpreting. Examples of when to consider using phone interpretation:

- Limited availability in region of interpreters for the specific language
- Ad-hoc interpretation needs (our system connects with a linguist on average 30 seconds)
- Short conversations of less than 1 hour are more cost effective over the phone (we charge per minute with no minimum)
- We facilitate regular interpretation needs and are able to provide immediate access through our call portal with a personalized access code

#### Who can benefit?

Anyone who's interpreting needs require one of the criteria above can benefit from our telephone interpreting services. Some specific examples:

- School Counseling conflicts with foreign language speakers can help engage the parent or guardian and increase depth of conversation when needed
- Regular Sales Calls with overseas locations can be aided by conferencing our interpreter in to increase mutual understanding
- Over-the-phone Legal Depositions can save on travel costs for the witness, attorney or the interpreter if one is not available in the region
- Regular visits from or with patients for medical care or specialized counseling needs can be scheduled with our interpreter



# REFERENCE CARD

## TO ACCESS AN INTERPRETER:

1. DIAL AN OUTSIDE TELEPHONE LINE.  
-----
2. DIAL 877-411-0547.  
-----
3. HAVE YOUR ACCESS NUMBER READY.  
-----
4. SPECIFY THE LANGUAGE NEEDED.  
-----
5. ASK THE NON-ENGLISH SPEAKER TO WAIT ONE MOMENT AND WAIT FOR THE INTERPRETER TO COME ON THE LINE.  
-----
6. PROCEED WITH THE CONVERSATION.  
-----
7. ANNOUNCE "END OF CALL" AT THE END OF THE INTERPRETATION.

**ACCESS NUMBER**

**0550**

**BLACK RIVER MEDICAL CENTER**



---

World Trade Center St. Louis ♦ 121 South Meramec Ave., 11<sup>th</sup> Floor ♦ St. Louis, MO 63105  
T: 314.725.3711 ♦ F: 314.725.3713 ♦ info@langsolinc.com ♦ www.langsolinc.com

## A Typical Call

**1. You will be greeted by the interpreter, and they'll identify themselves and offer assistance:**

*"Hello, this is Juanita, how may I help you?"*

\*In the unlikely event you reach an interpreter who does not speak the language requested, you will need to hang up and re-connect to the Phone system.

**2. Identify yourself, the name of your organization and the name of the caller:**

*"This is James Grant with ABC, Inc., and I have Ms. Gonzalez on the line."*

**3. Allow the interpreter to introduce themselves to your caller.**

**4. Briefly state the situation, and what information you need to give or receive from your caller:**

*"We are filling out an application and I need to obtain some basic information..."*

**5. Instruct the interpreter to proceed with the interpretation. Speak directly to the caller in the first person:**

*"Ms. Gonzalez, what's your address please?"*

**6. Inform the interpreter when you are ready to end the call. The interpreter will let your caller know.**



World Trade Center St. Louis ♦ 121 South Meramec Ave., 11<sup>th</sup> Floor ♦ St. Louis, MO 63105  
T: 314.725.3711 ♦ F: 314.725.3713 ♦ info@langsollnc.com ♦ www.langsollnc.com

### Tips for Successful Communication

1. Identify yourself & your purpose clearly, speaking a little more slowly than usual and breaking regularly to allow the interpreter to interpret. If possible, give the interpreter a quick picture of the situation - this is particularly helpful if your client is upset.
2. Allow the interpreter time to introduce themselves to your client.
3. Remember that the interpreter is a conduit facilitating communication between languages & cultures. Information passes through them but they are not personally involved in the conversation.
4. Direct the interpreter as to what information will be delivered or obtained from your client. Remember, you are driving the conversation.
5. Speak directly to the Limited English Speaker during the conversation and avoid using the 3rd person ("tell him...", "ask him...", "Does he know...").
6. Be aware that there may be a delay before an interpreter can elicit the information you need because of cultural or linguistic differences.
7. Expect to hear what may seem to be 'chatter' occasionally between the interpreter & your client as they build the communication bridge. Please be patient and the interpreter will get back with you. Feel free, however, to interrupt and ask the interpreter what information was being shared between them. The interpreter will let you know.
8. Be aware of linguistic differences. It often requires more words in the target language to express the meaning of the originating language.
9. If you are not clear or don't understand them, feel free to ask the interpreter to repeat themselves. Expect, though, to hear accented English from some interpreters.
10. Be patient - Interpretation involves at least three people speaking two languages expressing their ideas & sharing information.

Language Solutions Inc. - Proprietary & Confidential



# Certificate of Registration

**QUALITY MANAGEMENT SYSTEM - ISO 9001:2008**

*This is to certify that:*

**Language Solutions Inc.  
World Trade Center St. Louis  
121 South Meramec Ave.  
St. Louis  
Missouri  
63105  
USA**

**Holds Certificate No: FS 574950**

*and operates a Quality Management System which complies with the requirements of ISO 9001:2008 for the following scope:*

Translation and Interpretation services firm. Includes multilingual typesetting/design (outsourced), plain language writing division for English materials. Outsourced activities include translation, interpreting, narration, direction, plain language writing and multilingual typesetting. In house is Project Management, Document control, Technology

*For and on behalf of BSI:*

*VP Regulatory Affairs, BSI Group America Inc.*

Originally Registered: 09/20/2011

Latest Issue: 09/20/2011

Expiry Date: 09/19/2014



Page: 1 of 1

This certificate remains the property of BSI and shall be returned immediately upon request.  
An electronic certificate can be authenticated [online](http://www.bsigroup.com/ClientDirectory). Printed copies can be validated at [www.bsigroup.com/ClientDirectory](http://www.bsigroup.com/ClientDirectory).  
To be read in conjunction with the scope above or the attached appendix.  
Americas Headquarters: 12110 Sunset Hills Road, Suite 200, Reston, VA 20190, USA.



Jay Nixon, Governor  
John M. Huff, DIFP Director  
Jane A. Rackers, Director

## Detail

### Primary Source Verification

The licensee search function of this website provides data extracted from our database and constitutes a Primary Source Verification.

**Licensee Name:** Magill, Stacy Lee  
**Profession Name:** Interpreter  
**Licensee Number:** 2004012476  
**Expiration Date:** 1/31/2013  
**Original Issue Date:** 5/11/2004  
**Address:** PO Box 667  
**Address Con't:**  
**City, State Zip:** Bloomfield, MO 63825  
**County:** Stoddard  
**Practitioner DBA Name:**  
**Certification Type:** Advanced  
**Classification:**  
**Current Discipline Status:** None

Missouri Division of Professional Registration  
3605 Missouri Boulevard  
P.O. Box 1335  
Jefferson City, MO 65102-1335  
573.751.0293 Telephone  
800.735.2966 TTY  
800.735.2466 Voice Relay  
[profreg@pr.mo.gov](mailto:profreg@pr.mo.gov)  
<http://pr.mo.gov/>