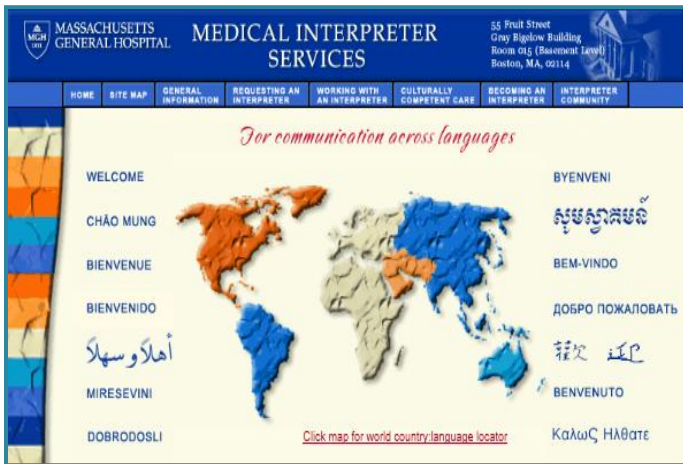




Massachusetts General Hospital
 Patient Care Services Office of Quality and Safety
 Date: April 7, 2015

Tuesday Take Away: Interpreter Services

When you care for patients whose preferred language is not English you need to document the use of a medical interpreter in your notes.



You can access the Medical Interpreter Services website through the PCS Resource Department page:

<http://www2.massgeneral.org/interpreters/>

The Hospital:

- *identifies* the patient's oral and written communication needs, including the patient's preferred language for discussing health care
- *communicates* with the patient during the provision of care, treatment, and services in a manner that meets the patient's oral and written communication needs

Note: Examples of communication needs include the need for personal devices such as hearing aids or glasses, language interpreters, communication boards, and translated or plain language materials.

Note: Patients have the right to refuse a professional medical interpreter offered by the hospital. If the patient refuses, providers need to have the patient complete an Interpreter Waiver Form. (Standard Register # 84073)

If however, a clinician has any concerns whatsoever, they have the right to have the professional medical interpreter present to ensure clear communication and optimal outcomes.

For more information please call Patient Care Services Office of Quality and Safety at 3-0140
 Visit the Excellence Every Day Portal at <http://www.mghpcs.org/RR/index.asp>