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Accessibility – Interpretation Services

Title: Accessibility – Interpretation Services		Policy No:	2.3.5
		Original Issue Date:	April 4, 2002
Manual:	Administration	Approval Date:	July 7, 2023
		Policy Lead:	Director Quality and Interprofessional Practice
Department:	Corporate		
Approved By:	Leadership Committee		

1. PURPOSE

The purpose of this policy is to ensure that all patients can make informed decisions and give informed consent including patients who are deaf, deafened and hard of hearing, and those requiring language interpretation. Through professional interpreting services, patients are informed, comprehensive assessments and history obtained, and optimal care and education provided.

2. SCOPE

This policy applies to all employees and credentialed staff who are supporting Quinte Health patients and families requiring interpretation services related to care.

3. POLICY

Quinte Health understands that communication with patients and families is of extreme importance. Effective communication ensures that patients and families understand the illness, medical condition and/or status, so that informed decisions can be made. Quinte Health will ensure that reasonable efforts are made to locate an interpreter if interpretation is necessary for effective communication to occur.

When patient/family and/or health care provider identify a language barrier, an interpreter resource will be used to facilitate the communication process. Quinte Health reserves the right, in collaboration with the patient, to select the most appropriate interpreter resource in any given circumstances.

The interpreter resource used at Quinte Health is Voyce.

4. PROCEDURE

Point of Care Access and Use of Interpreters:

- Upon pre-admission procedure/telephone call or patient admission/presentation, all patients should be assessed for ability to communicate, i.e. Deaf or hard of hearing, use of American Sign Language (ASL), or person with another language barrier.
- In consultation with the patient as able, decide on the interpreter resource that best meets the need of the patient in that situation.
- If the patient accepts, the Quinte Health staff will obtain consent from the patient/substitute decision maker (SDM) to share information and contact the interpreter resource.
- Using either a mobile device (smartphone, tablet) or a web-based device (laptop) access the interpretation application:
 - Appendix A – Instructions for Voyce Setup on Mobile Device or
 - Appendix B – Instructions for Voyce Setup on Web-based Device
 - Quinte Health's login name: voyce501@qhc.on.ca
 - Quinte Health's password: 3@qTe
- Follow the prompts and enter required data:
 - Language required
 - Patient's unique hospital number
 - Name of staff member booking the service

Pre-booking Interpreters:

While point of care interpretation services are available for meetings occurring virtually, there is the option to pre-schedule. To preschedule contact:

- Voyce Appointments Team
 - Email: appointments@voyceglobal.com
- Provide the following information:
 - Date and time of requested appointment
 - Language required
 - Platform being used for the appointment/meeting (TEAMS, Zoom, etc) and meeting link/details
 - Estimated duration of the appointment/meeting
 - Meeting package contents for ASL booking

Payment

Voyce will invoice Quinte Health for interpreting services provided.

APPENDICES AND REFERENCES

Appendices: Appendix A – Instructions for Voyce Setup on Mobile Device
Appendix B – Instructions for Voyce Setup on Web-based Device

References:

Accessibility for Ontarians with Disabilities Act, 2005, AODA. Retrieved May 18, 2023 from:
<https://aoda.ca/>

Cross References:

2.3.1 Accessibility – Accessible Customer Service