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Owner Anita Aragon:  
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## Communication with Persons with Limited English Proficiency

HOAG2012-0001025

### 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 to provide quality patient care to the LEP patients.

Hoag will take reasonable steps to ensure that persons with LEP have meaningful access and an equal opportunity to participate in our services, activities, programs and other benefits. Hoag's policy is to ensure meaningful communication with LEP patients and surrogate decision-makers involving their medical conditions and treatment.

The policy also 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. All interpreters, translators and other aids needed to comply with this policy shall be provided at no cost to the person being served, and patients and surrogate decision-makers will be informed of the availability of this free of charge assistance.

Language assistance will be provided through the use of qualified interpreters. This includes external

interpreters provided via arrangements with organizations that provide interpretation or translation services or technology and telephonic interpretation services. 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.

Hoag 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.

#### **SCOPE:**

This policy applies to Hoag Memorial Hospital Presbyterian including Hoag Hospital Irvine, its subsidiaries and affiliates.

#### **AUTHORIZED PERSONNEL:**

All Hoag employees, health care providers (including physicians and allied health professionals) and volunteers.

#### **1. IDENTIFYING LEP PERSONS AND THEIR LANGUAGE:**

- A. Hoag 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.

#### **2. OBTAINING A QUALIFIED INTERPRETER:**

- A. Staff may obtain an interpreter through the outside interpreter service by the following ways:
  - I. Hoag-issued iPhones and/or iPads with Voyce App for video and/or audio interpreter for spoken and sign language. Hoag's primary interpreter service is Voyce that provides Video Remote Interpreting (VRI) via Hoag-issued iPhones using Voyce through Rover, Haiku, or Canto or via Hoag-issued iPads/iPhones through the Voyce App. Many languages are offered with a video connection, however if a language is not available in video, an audio connection can be made for over 250 languages.
    - 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 tool bar 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 for 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 Hoag-issued device directly from the Voyce App**, do the following:
- i. From the standalone Hoag-issued device (iPad/tablet), tap the Voyce icon to launch the application. Press the **green "Single Sign On"** to log in using your Hoag credentials.
    - a. 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.
    - b. Enter your Hoag 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."
    - a. 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."
    - b. 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 Hoag-issued iPad/tablet.** Navigate to the settings bar in the top right corner of the screen and press "Sign Out."

II. Phone Interpreters for audio interpreter for spoken language. Any hospital employee or physician may use a phone to obtain the outside interpreter service provider.

- a. **From a NEC phone, dial 800-225-5254 or \*8222.**
- b. **From a desk phone, dial \*2.**
- c. A speaker phone or dual handset phone can be used.
- d. The outside interpreter service provider will need the following information:
  - i. The language requested
  - ii. The customer code is "HOAG"
  - iii. The employee's name requesting the interpreter
  - iv. The facility (HHI or HHNB)
  - v. The department's cost center
  - vi. The patient's medical record number, if available
  - vii. Let the interpreter know if you would like to connect to multiple parties

### **3. USE OF FAMILY MEMBERS, MINORS AND 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 Hoag. 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.

- C. Other patients will not be used to interpret, in order to ensure confidentiality of information and accurate communication.

#### **4. PROVIDING WRITTEN TRANSLATION:**

- A. When translation of vital documents is needed, each department will submit documents for translation into frequently-encountered languages to the Medical Document Coordinator through the Health Information Management Department. Original documents being submitted for translation will be in final, approved form with updated and accurate legal and medical information.
- B. Hoag 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. Hoag will set benchmarks for translation of vital documents into additional languages over time.

#### **5. PROVIDING NOTICE TO LEP PERSONS:**

- A. Hoag 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 and provided in intake areas and other points of entry, including but not limited to the emergency department, the lobby and outpatient areas.

#### **6. MONITORING LANGUAGE NEEDS AND IMPLEMENTATION:**

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

#### **7. DOCUMENTATION:**

- A. When interpreter services are declined or used, document such on the following forms or in the medical records:
  - I. On the Interpreter's Statement at the bottom of the actual form (such as the Consent for Surgery and Procedure form, Conditions of Admission, etc.).
  - II. On the separate Interpreter's Statement form (PS 2012).
  - III. If the above forms are not used, document the conversation or form interpreted, the language translated, vendor interpreter ID number, if the patient declined interpreter services, and if the patient requested a family member or other to interpret including their name and relationship in the patient's medical records.
  - 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.

- a. 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:**

Health & Safety Code §1259; Title 22, California Code of Regulations, §70721

**Review and/or input for this procedure was given by the following:**

Risk Management, Communications Department, Regulatory & Safety Commission, Health Information Management

**Title and Version of IFU:** n/a

## All Revision Dates

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## Approval Signatures

Step Description	Approver	Date
VP Approval	Eric Cheung: VP SR AND CHIEF LEGAL OFFICER : ADMINISTRATION - F	11/18/2025
Risk Management Approval	Jeanne Barber: PROGRAM MANAGER RISK MGMT SVCS : IRVINE RISK MANAG	11/13/2025
Policy Management Approval	Anna Do: CORPORATE COMPLIANCE ASSOCIATE : CORPORATE COMPLIA	11/13/2025
Owner Approval	Jeanne Barber: PROGRAM MANAGER RISK MGMT SVCS : IRVINE RISK MANAG	11/13/2025

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## Applicability

Hoag Memorial Hospital Presbyterian

## Keywords

LEP, interpreter, language, limited english proficiency