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Owner Anita Aragon:
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(Category) Patient Rights

Applicability Hoag Memorial
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Auxiliary Aids and Services for Persons with Disabilities

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PURPOSE:

To provide guidelines and resources for all staff who encounter persons with disabilities covered under this policy such that the staff will be able to provide medical care as needed.

Hoag Memorial Hospital Presbyterian (Hoag) and its affiliates will take appropriate steps to ensure that persons with disabilities, including persons who are deaf, hard of hearing, or blind, or who have other sensory or manual impairments, have an equal opportunity to participate in our services, activities, programs and other benefits. The procedures outlined below are intended to ensure effective communication with patients involving their medical conditions, treatment, services and benefits. The procedures also apply to, among other types of communication, communication of information contained in important documents, including waivers of rights, consent to treatment forms, and financial and insurance benefits forms. All necessary auxiliary aids and services shall be provided without cost to the person being served.

All staff will be provided written notice of this policy and procedure, and staff that may have direct contact with individuals with disabilities will be trained in effective communication techniques, including the effective use of interpreters.

SCOPE:

Hoag Memorial Hospital Presbyterian, including Hoag Hospital Irvine, and its affiliates.

AUTHORIZED PERSONNEL:

All Hoag Organization employees, healthcare providers (including Physicians and Allied Health Professionals) and volunteers.

1. IDENTIFICATION AND ASSESSMENT OF NEED:

- A. Hoag provides notice of the availability of and procedure for requesting auxiliary aids and services through notices in our brochures and through notices posted in the lobby and registration area. When an individual self-identifies as a person with a disability that affects the ability to communicate or to access or manipulate written materials or requests an auxiliary aid or service, staff will consult with the individual to determine what aids or services are necessary to provide effective communication in particular situations.

2. FOR PERSONS WHO ARE DEAF OR HARD OF HEARING:

- A. For persons who are deaf/hard of hearing and who use sign language as their primary means of communication, the registration clerk or clinician is responsible for arranging for a qualified interpreter when needed.
 - 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. On-Site Sign Language Interpreter. A sign language interpreter can be requested 24/ 7 by calling the operator to be connected to the following resources or staff can call directly:

- a. Language People - 707-538-8900, select option 2 then option 1
- b. LifeSigns - 888-930-7776 or after hours 800-633-8883

B. Communicating by TDD/TTY Phone. Hoag utilizes a Telecommunication Device for the Deaf/ TeleTYpewriter (TDD/TTY) for external communication.

1. A TDD/TTY phone is located in the Communications Department for Hoag Newport and in the Emergency Departments at Newport and Irvine. A TDD/TTY phone is also available to be loaned out to departments from the Communications Department at Newport (located on the basement level near East Tower Women's Pavilion elevators). Below are the numbers that can be provided to the community for the TDD/TTY phones:

- a. TDD/TTY number for the Communications Department is 949-645-8099
- b. TDD/TTY number for Newport Emergency Department is 949-722-7908
- c. TDD/TTY number for Irvine Emergency Department is 949-450-0153

C. For the following auxiliary aids and services, staff will contact the Communications Department at Newport (located on the basement level near East Tower Women's Pavilion elevators), the Emergency Department at Newport and Irvine or the House Supervisor office at Irvine, which is responsible to provide the aids and services in a timely manner:

1. Sign language cards; sign language interpreters; amplified telephones; written copies of oral announcements; or other effective methods that help make aurally delivered materials available to individuals who are deaf or hard of hearing. Each department will provide note-takers.

D. Some persons who are deaf or hard of hearing may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the person will not be used as interpreters unless specifically requested by that individual and after the person has been offered an interpreter at no charge. Such an offer and the response will be documented in the patient's file. If the 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.

E. 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.

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

3. FOR PERSONS WHO ARE BLIND OR WHO HAVE LOW VISION:

- A. Staff will communicate information contained in written materials concerning treatment, benefits, services, waivers of rights, and consent to treatment forms by reading out loud and explaining these forms to persons who are blind or who have low vision. For the following auxiliary aids and services, staff will contact the Communications Department at Newport (located on the basement level near East Tower Women's Pavilion elevators), the Emergency Department at Newport and at Irvine, or the House Supervisor office at Irvine, which is responsible to provide the following aids and services in a timely manner:
 - I. Qualified readers (nurses, technological staff, registration staff, etc.); lighted magnifying glasses; or other effective methods that help make visually delivered materials available to individuals who are blind or who have low vision. In addition, staff is available to assist persons who are blind or who have low vision in filling out forms and in otherwise providing information in a written format.

4. FOR PERSONS WITH SPEECH IMPAIRMENT:

- A. To ensure effective communication with persons with speech impairment, staff will contact the Communications Department at Newport (located on the basement level near East Tower Women's Pavilion elevators), the Emergency Department at Newport and Irvine or the House Supervisor at Irvine, which is responsible to provide the following aids and services in a timely manner:
 - I. Writing materials such as paper and pen; note-takers; TDD/TTYs; and other communication aids.

5. FOR PERSONS WITH MANUAL IMPAIRMENTS:

- A. Staff will assist those who have difficulty in manipulating print materials by holding the materials and turning pages as needed, or by providing one or more of the following:
 - 1. Note-takers; speaker phones; big button telephone; or other effective methods that help to ensure effective communication by individuals with manual impairments. For these and other auxiliary aids and services, staff will contact the Communications Department at Newport (located on the basement level near East Tower Women's Pavilion elevators), the Emergency Department at Newport or the House Supervisor office at Irvine which is responsible to provide the aids and services.

6. FOR PERSONS NEEDING INTERPRETERS:

- A. Please refer to the "Communication with Persons with Limited English Proficiency" policy.

Reference:

Americans with Disabilities Act of 1990, 42 U.S.C. section 12101 et seq.

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

Clinical Operations Leadership; Healthcare Ethics Committee; Risk Management Services; Regulatory & Safety Commission; Communications Department; OPIP Committee

Title and version of IFU: n/a

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Approval Signatures

Step Description	Approver	Date
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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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