

Students: In the event a patient or visitor is ever in need of any medical interpretation, auxiliary aids or services, or if there are questions on service animals, **please escalate to a charge nurse or nurse manager immediately.**

It is the policy of CommonSpirit Health and CHI St. Vincent not to exclude, deny benefits to, or otherwise discriminate against any person, including patients and visitors, on the grounds of race, color, national origin, disability, age, sexual orientation or gender identity and expression, in admission to, participation in, or receipt of services and benefits of any of its programs or activities. This statement extends to contractors and other entities with whom we arrange to carry out our programs and activities.

Limited English Proficient-A-020P

Qualified Medical Interpreters must be used for all medical related interactions.

The facility may use an adult family member or companion accompanying a Limited English Proficient, deaf or hard of hearing individual to interpret in an **emergency involving imminent threat to the safety or welfare of an individual or the public** where there is no interpreter available.

Clinical A-018 Auxiliary Aids and Services

In order to overcome communication barriers, CommonSpirit Facilities will provide, **at no cost** to the patient, Auxiliary Aids and Services to Persons with Sensory or Communication Disabilities.

Documentation of interpreter services provided will be recorded in the patient's medical record and shall include the following:

- Name of the requestor
- Date and time of interpretation
- Language requested
- Name vendor and interpreter name/ID number
- Brief description of content interpreted
 - For example, "Consent form explanation," "Discharge instructions given."

If the patient opts to use an adult family member or companion to interpret:

- **Staff must still engage a Qualified Medical Interpreter to ensure an accurate representation of all information**
- Staff will use their best effort to obtain a Written Waiver and attach it to the medical record
 - Written Waiver Forms must be kept where other Vital Documents, such as Consent Forms are kept
- **Staff must document all interactions in the patient's Medical Record**

Complaints or Concerns-A-019P

Patients, family members, and visitors have the right to make complaints by:

- Calling the CommonSpirit Hotline 1-800-845-4310
- Notifying the supervisor or the 504/1557 Coordinator, Kathryn Goad
 - The CommonSpirit facility shall promptly investigate and respond to all complaints
- Policies shall be made available upon request
- Staff are required to document all information in the patient's medical record

Clinical A-022 Service Animals

CommonSpirit permits service animals to accompany people with disabilities in all areas where members of the public are allowed to go, unless the service animal's presence or behavior creates a fundamental alteration in the nature of a facility's services in a particular area or a direct threat to other persons in a particular area.

Staff cannot ask about the person's disability, require medical documentation, require a special identification card or training documentation for the dog, or ask that the dog demonstrate its ability to perform the work or task. When it is not obvious what service an animal provides, only limited inquiries are allowed.

Staff may ask two questions:

- **Is the dog a service animal required because of a disability, and**
- **What work or task has the dog been trained to perform?**

By signing below, I attest that I understand the above content and agree to comply with the expectations

First and Last Name (please print): _____

Signature: _____ Date: _____