Standard Documentation for Interpreter Services



Providing Interpreters for our Limited English Proficiency (LEP) and American Sign Language (ASL) Patients is a regulatory REQUIREMENT

Regulatory perspective:

- Title VI of the Civil Rights Act of 1964.
- Section 1557 of the Patient Protection and Affordable Care Act (ACA).
- Department of Health & Human Services.
 - Guidance Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Patients.
 - Standards for Culturally & Linguistically Appropriate Services (CLAS).
- Americans with Disabilities Act (ADA).
- Important that we must use certified interpreters. Staff can not translate for patients unless the staff member's certification is on file.

MARTTI PowerPoint Presentation



What is MARTTI

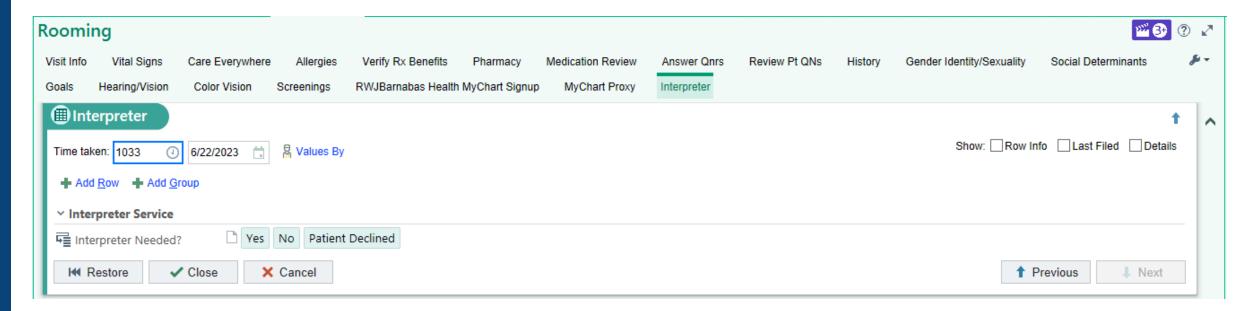
- In recognition of the language diversity of the population and to comply with Title III of the Americans
 with Disabilities Act (ADA) and Section 504 of the Federal Rehabilitation Act of 1973, it is the policy of
 the facility that patients with special communication needs will be afforded services that ensure effective
 communication when accessing health care services. RWJBarnabas Health System subscribes to
 MARTTI.
- MARTTI stands for "My Accessible Real-Time Trusted Interpreter" translation service that we utilize to communicate with patients, family members, and guests who's primary and/or preferred language is not English, as well as our Deaf and Hard of Hearing population.

MARTTI PowerPoint Presentation



Interpreter SmartForm

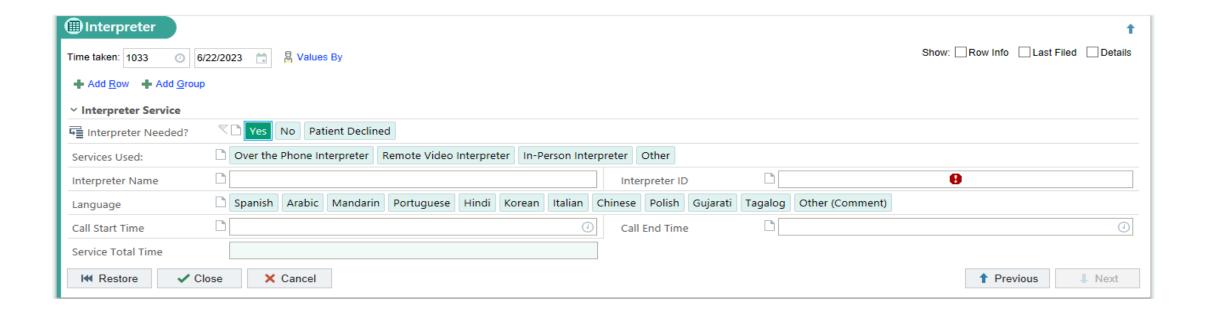
The Interpreter SmartForm is located under the Rooming





Workflow

- ➤ The Clinical Staff starts the interpreter service call
- Completes the SmartForm.
- ➤ If the Clinical Staff ends the call with the interpreter while waiting for the provider, the provider starts a new call and follows the same steps to document for the service.

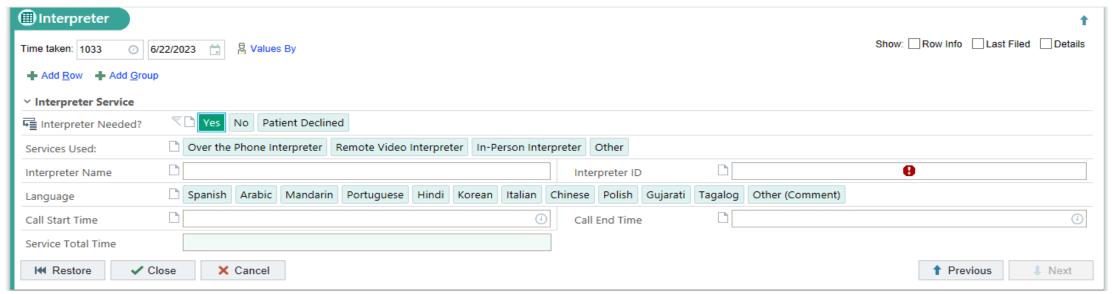




Workflow

When an Interpreter service is needed

- > Navigate to the Rooming Tab
- > Click on the Interpreter section
 - > Click the Yes button to expand the form
 - > Complete the fields
 - > Services Used
 - Interpreter's Name
 - ➤ Interpreter's **ID** (Required)
 - > Language
 - Call Start Time
 - > Call End Time
 - Close





SmartPhrase

Using SmartPhrase .AMBINTERPRETER will render the current encounter's last instance that was entered on the Interpreter SmartForm into the note workspace.

