Baystate Health Interpreter & Translation Services and Clinical Research

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Interpreter & Translation Services
Baystate Health
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Disclosure.

None of the faculty for this educational activity have anything to disclose.

It's the Law
Clinical Research Needs Diversity

Federal:

- **Section 1557 of the Affordable Care Act (ACA, 2010)**
- US HHS National Standards for Culturally and Linguistically Appropriate Services in Health Care (CLAS, 2000)
- **Title III, Americans with Disabilities Act (ADA, 1990)**
- **Section 504 of the Rehabilitation Act (1973)**
- Title VI of the Civil Rights Acts of 1964; Policy Guidance on the Prohibition Against National Origin Discrimination as It Affects Persons with Limited English Proficiency

Commonwealth:

- Chapter 66 of the Acts of 2000: An Act Requiring Competent Interpreter Services in the Delivery of Certain Acute Health Care Services
- MA DPH Regulations (105 CMR, Section 130.1107)

Industry/Professional Standards:

- Joint Commission
- American Nurses Credentialing Center (ANCC) - Magnet

Clinical Operations Policy

INTERPRETER & TRANSLATION SERVICES

POLICY

- Baystate Medical Center will support diversity and provide its patients and their family members who are limited English proficient (LEP), Deaf, hard of hearing, or Deaf-Blind by providing spoken language and sign language interpreters, and by translating documents to and from English.

PURPOSE

- To ensure that all LEP, Deaf, hard of hearing, or Deaf-Blind patients/family have an equal opportunity to participate in and benefit from all programs and services provided by Baystate Medical Center.
- To specify the process by which trained and competent medical interpreter services may be requested.
- To specify the process by which the translation of written documents may be requested into or from English.
- To ensure regulatory compliance requirements are met.

Some of the Languages/Countries Represented Now in Western Mass

- Arabic (Egypt, Iraq)
- American and other sign languages
- Bosnian
- Burmese
- Cakchiquel (Guatemala)
- Dari (Afghanistan)
- Haitian Creole
- Karen (Burma/Myanmar)
- Karenni (Burma/Myanmar)
- Khmer (Cambodia)
- Kirundi (Burundi)
- Mandarin (China)
- Mon (Burma/Myanmar)
- Nepali
- Portuguese (Portugal/Brazil)
- Quiche (Guatemala)
- Romanian (Moldova)
- Russian (Russia, Belarus)
- Spanish (U.S., Puerto Rico, Guatemala, Mexico, Dominican Republic, El Salvador, Honduras, Costa Rica, Colombia)
- Somali
- Swahili (East Africa)
- Tamil (Sri Lanka)
- Tigrinya (Eritrea, Ethiopia)
- Ukrainian
- Vietnamese

Written Information

- IRB Translations: Both informed consent form and any addenda: Translations@baystatehealth.org

- Prohibited from using Google Translate or Similar.

Machine Translation Warning

The **Quality and Patient Safety Division** of the **Board of Registration in Medicine of The Commonwealth of Massachusetts** warns against the use of Google Translate and similar machine translation tools.

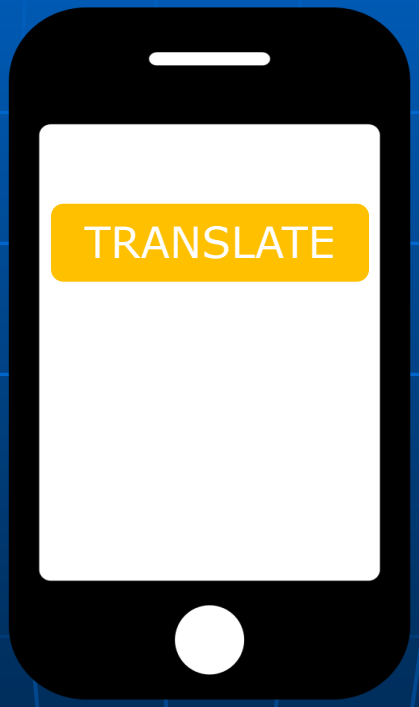




Actual Machine Translation Errors

"Your wife is stable."





"Your wife cannot fall over."



Actual Machine Translation Errors

"Did he have a high fever at home?"



TRANSLATE

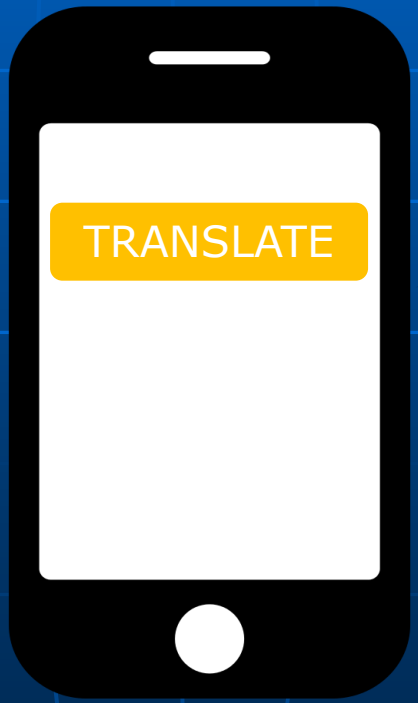
"Your home temperature was high."



Actual Machine Translation Errors

"Your husband had a cardiac arrest."





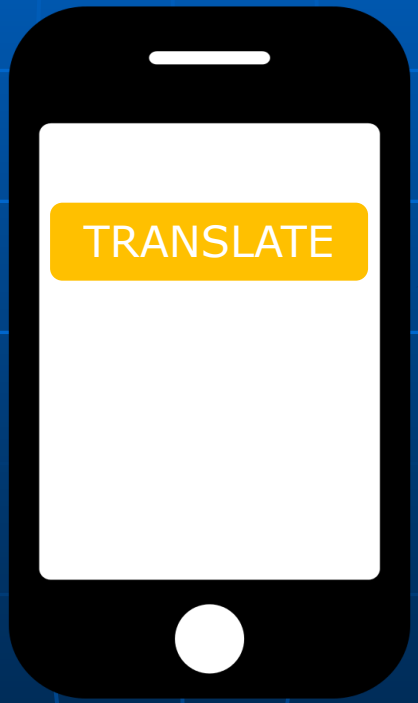
"Your husband's heart was imprisoned."



Actual Machine Translation Errors

"Your child will be born prematurely."





"Your child is sleeping early."



Questions?

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