

LOUISIANA STATE UNIVERSITY HEALTH SCIENCES CENTER -
SHREVEPORT

PATIENT COMMUNICATION NEEDS

Purpose:

To establish a mechanism to provide resources available for patients with special communication needs.

Policy:

LSUHSC shall establish mechanisms by which communications between staff and patients may be effectively achieved. Patient needs for communication services shall be addressed concerning interpretive services for the hearing impaired; translator services for non-English speaking patients, guide assistance modalities for sight impaired patients, and educational aides.

1. Fire Alarm System Capabilities For the Hearing and Visually Impaired:

The hospital shall provide audible and visual alarm notification for the hospital's fire alarm system.

2. Interpretive Services for the Hearing Impaired:

The Hospital shall provide sign language interpreters for patients and staff to facilitate effective communications for the hearing impaired. The services shall be provided through the use of contracted professional agencies. These services shall be made available upon request by contacting the Social Services Department during regular office hours or by contacting the Administrative House Manager after hours.

3. Telecommunications Services for the Hearing Impaired Patient:

The Hospital shall provide a Telecommunication Device for the Deaf (TDD) for hearing impaired inpatients in their room upon request. Outpatients in need of a TDD for communication purposes may utilize the TDD in the Social Services Department upon request. Hearing impaired patients needing to communicate with the Hospital from outside the facility may access the TDD machine by contacting the Switchboard. Patients with hearing difficulties may request an amplified telephone handset. These devices/services shall be made available upon request by

contacting the Social Services Department during regular office hours or by contacting the Administrative House Manager after hours.

4. Translation/Interpreting Services For Non-English Speaking Patients:

The Hospital shall provide services through the use of contracted professional resources that have been identified as able to provide multi-lingual translation/interpreting services. Nursing Units shall have a princess phone stored on their unit with a splitter that will be used to access interpreting services. When interpretive services are needed, the extra phone with the splitter will be taken to the patient's room, the patient's phone shall be taken out of the wall jack, the splitter inserted into the wall jack, and both lines connected to the splitter. This will allow the patient and another person to speak and hear responses without delay. A princess line phone with splitter can be obtained from Telecommunications.

5. Guide Assistance for the Impaired:

The Hospital shall allow access to the facility for individuals utilizing guide assistance animals. In the event such patients require overnight hospitalization, the patient shall be provided a private room accommodation (if available) in which the guide assistance animal may accompany the patient. The nursing unit shall contact the Infection Control Department for specific infection control guidelines regarding guide assistance animals.



Administrator

1/22/10
Date

Approved by Clinical Board: 4/17/01, 5/18/04, 1/16/07, 1/19/10

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