

Procedure #6301
Category: Academy Programs
Title: HOSPITAL EMERGENCY CARE INTERPRETING
Date of Initial Approval: 02-13-2020
Revision/Reauthorization Dates:
Reviewers: MSA Department Supervisors; MSA Interpreter Coordinator

I. PURPOSE

This procedure is to establish a guide to follow when asked to interpret for a student being transported to the local hospital's emergency room. (District One Hospital).

II. NEED

To provide access to communication in case of an emergency for our deaf, hard-of-hearing, or deafblind students. The local hospital does not have in-person interpreters on hand and rely on tele-interpreters which may not be appropriate for our students' needs. MSA's goal is to provide access to immediate care by providing interpreting services until the hospital's on-call interpreter arrives.

III. CRITERIA

MSA administrators in charge of the situation or the on-call supervisor will determine if an MSA interpreter is needed for communication access at the local hospital's emergency department based on the students' language, communication, and cognitive support needs. MSA administrators and/or on-call supervisor will either accompany the student or assign a staff member to support the student until their parents/family are able to meet them at the hospital. The interpreter will not be responsible for student supervision or other types of support.

IV. PROCESS

- A. MSA administrators in charge of the situation or the on-call supervisor will contact the Interpreter Coordinator/Interpreting Department to give a brief summary on the situation and request an interpreter to accompany the student. If necessary, also request the support of a Certified Deaf Interpreter.
- B. The Interpreter Coordinator/Interpreting Department will assign the interpreter to cover the assignment (considering language/conflicts of Interest/preference) and rearrange scheduling as needed.

- C. The Interpreter Coordinator/Interpreting Department will notify the Hospital that we are transporting a student and staff member to the Emergency Department- giving direction to start their search for an on-call interpreter. As appropriate, the Interpreter Coordinator/Interpreting Department may also request that the hospital seek a Certified Deaf Interpreter (CDI) to support the students' communication needs.

- D. The assigned interpreter will drive separately to the hospital so that they can leave when the hospital's on-call interpreter arrives.

- E. Upon arrival at the hospital - the interpreter will once again ask for the on-call interpreter to be called in to replace our services.
 - 1. Explain that we are employed by MSA and do not follow the guidelines set forth by the hospital.
 - 2. Explain that we are fully certified - they may check with our Human Resources Department for documentation. The MSA HR phone number is: (507) 384-6603.
 - 3. Explain the time limits you may have due to other schedules on campus.
 - 4. If the emergency room personnel are unaware of hospital procedures for requesting interpreters, ask them to follow up with Patricia Sheehan with Allina Hospitals.
 - 5. Continue to ask for updates on the arrival time of the hospital interpreter, and remind them of timelines.

- F. Communicate with the MSA Interpreter Coordinator or Interpreting Department if time is running longer than expected and/or a switch of interpreters is needed.

- G. Once the interpreting assignment is completed (when the hospital's on-call interpreter arrives), document times of the assignment in the notes in the interpreters' internal calendar.