

***At Stony Brook Southampton Hospital, our Language Assistance Department has 35 languages available over video, and over 240 languages through spoken interpretation.***

Stony Brook Southampton Hospital provides the following free language assistance services:

- Telephonic interpretation
- National Board certified Spanish Medical Interpreter
- Video Remote Interpretation (VRI)
- Contracted American Sign Language Interpreters

**Notice of Non-Discrimination and Accessibility**

Stony Brook University Hospital complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Stony Brook University Hospital does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Stony Brook Southampton Hospital:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact:

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Coordinator of Language Assistance Services and Cultural Diversity  
240 Meeting House Lane  
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**What does an interpreter do, and how is interpreting different from translating?**

Interpreters facilitate communication for Limited English Proficient (LEP) community members and practitioners that serve them in a variety of medical settings.

Contrary to popular belief, interpreting is not word-for-word spoken translation. Interpreters do transpose the meaning of spoken messages from one language to another, while ALSO paying attention to context, rephrasing untranslatable idioms or expressions, being keen on knowing culturally-specific references, and even acting as diplomatic mediators in certain environments. All this—produced instantly, with no help from scripts, dictionaries, or other reference materials. An interpreter MUST make sure that the meaning is well preserved, delivered, and received. It's a highly skilled and human-focused job—one still too complex for purely computer-based translation—and it's one of critical importance in a hospital or healthcare provider setting, where misunderstanding medical information can lead to later inconveniences at best, and be a life or death situation at worst.

### **How does technology aid interpreting?**

The language services industry innovates various interpretation services, which include video and audio interpreters. Video Remote Interpretation (VRI) combines the benefits of face-to-face interpretation with the on-demand nature of Over-the-Phone Interpretation (OPI). VRI is an effective solution for language barriers because it is instant and mobile. Interpreters are available around the clock, are medically qualified and have an average connection time of 30 seconds. These are useful to interpreters whenever they encounter a gap in their knowledge and wish to preserve the quality of their interpretation and the quality of the patient's experience. It is also useful for patients visiting Stony Brook Hospital from a variety of cultural/linguistic/accessibility backgrounds—audio and video interpreting services can ensure that no LEP community member be misunderstood or confused through their patient experience, or risk potentially dangerous (preventable) healthcare-related situations due to miscommunication.

### **What standards do interpreters adhere to?**

Interpreters adhere to ethical standards and procedural requirements specific to the interpreting context. An interpreter understands and abides by hospital policies on patient confidentiality, informed consent, nondiscrimination and by the interpreters code of ethics and standards of practice.

In addition, interpreters operate under the following Key Responsibilities:

- Compassion
- Accountability
- Respect

**Besides interpreting, what else does an interpreter do in a hospital?**

Our Language Assistance Coordinator will:

- Help facilitate successful delivery of services to linguistically diverse consumers.
- Explain hospital resources, office protocols, and limitations to clinicians and patients.
- Make appropriate referrals.
- Serve as a cultural and linguistic resource, as well as a community liaison, to both patients and providers to contribute to successful outcomes.
- Performs duties in a spirit of teamwork and cooperation.
- Adheres to hospital policies on customer relations and hospitality.
- Understands the hospital's system of service delivery.
- Supports the office operations by answering the phone, taking requests, calling patients to confirm appointments and verifying and scheduling future appointments when necessary.
- Does iPad troubleshooting.
- Filing and photocopying.
- Utilizes on-line computer systems such as Outlook, and other hospital software.
- Work with special projects as assigned.
- Supports the financial counseling process and community outreach events as needed.
- Supports review of short translations.

- Supports maintenance and monitoring of Interpreter and Disability Equipment.
- Serves as a resource to staff for patients with disabilities.
- Supports Stony Brook Southampton Hospital off-sites.
- Demonstrates respect and regard for the dignity of all patients, families, visitors, and fellow employees to ensure a professional, responsible, and courteous environment.
- Commits to recognize and respect cultural diversity for all customers (internal and external).
- Communicates effectively with internal and external customers with respect to differences in cultures, values, beliefs and ages, utilizing interpreters when needed.
- Performs other duties as assigned.