



SURGERY PARTNERS

Origination 10/2022
Last Approved 06/2026
Effective 06/2026
Last Revised 06/2026
Next Review 06/2029

Owner Dana Urias
Area Administration
Applicability ~Surgery Partners - ASC

Interpreters and Communication Deficit Assistance

POLICY:

Each Facility will make provisions for healthcare professionals and other staff to communicate with patients in the language primarily used by them.

Oral language assistance or written translation will be provided for patients with limited English proficiency or patients that are hearing or visually impaired.

See related policy Administration 300: Non-Discrimination, for additional information.

PROCEDURE:

1. The organization will provide an approved interpreter when necessary. However, the patient or family members may be allowed to bring someone with them to help with communication should they decline the use of an approved interpreter service.
2. Language assistance must be provided:
 - a. Free of charge
 - b. In an accurate and timely manner
 - c. Protect the privacy of the individual
3. Individuals providing oral language assistance or written translation must be qualified. These individuals could include:
 - a. Family members or friends of the patient
 - b. Bilingual/multilingual staff
 - c. Professional translators
4. A list of employees or Medical Staff members who can communicate in a foreign language

will be maintained if applicable.

5. The Facility Leadership may contract with a vendor to provide an interpreter and may also maintain an independent list of qualified interpreters. The list will contain the name, language (including sign) and contact phone numbers for the interpreters.
6. The Facility may also utilize the resources of the community, external website resources (www.cyracom.com or www.language.com) in addition to the local hospital.
7. The Facility may not:
 - a. Require an individual with limited English proficiency to provide his or her own interpreter
 - b. Rely on an adult accompanying a patient to interpret or facilitate communication, except,
 - i. in an emergency involving imminent threat to the safety of the patient where there is no qualified interpreter immediately available; or
 - ii. when the patient specifically requests that person interpret or facilitate communication and that accompanying adult agrees to provide such assistance
 - c. Rely on a minor child to interpret or facilitate communications
8. If a significant number of the population utilizing the Facility consists of a specific foreign language group, the Facility will provide Patient Rights and Responsibilities, consents and post-procedure instructions in that language.
9. Access to these services while at the Facility will be provided at no cost to the patient.
10. Paper and pencil will be used to communicate with the hearing impaired if required.
11. Documentation related to the use of interpreters and the type of services provided will be documented in the patient's medical record.

Approval Signatures

Step Description	Approver	Date
SVP/Chief Clinical Officer	Tamala Norris: SVP/Chief Clinical Officer	06/2026
Policy Owner	Dana Urias	06/2026

Applicability

Advanced Surgery Center (NE), Advanced Surgery Center - Forest (CA), Advanced Surgery Center - O'Connor (CA), Advanced Surgery Center at Brownwood, Alaska Digestive Center, Allied Surgery Center, Alta View ASC, American Surgery Center Of South Texas, Aspen Surgery Center, Atlanta Eye Surgery

Center, Avenues Surgical Center, Bahamas Surgery Center, Baldwin County Surgery Center, Baptist Surgery Center, Bayside Endoscopy Center, Bellingham Ambulatory Surgery Center, Birmingham SC, Blue Ridge Surgical Center, Brooklyn Surgery Center, Cape Coral Surgery Center, Cataract Center Of East Texas, Center for Orthopedic Surgery, Inc, Center for Specialized Surgery of Santa Barbara- G, Central Point Surgery Center, Chadds Ford, Cherry Hills Surgery Center, Chicago Prostate Cancer Surgery Center, Cleveland Eye and Laser Surgery Center, Conejo Surgical Center, Cook Childrens, Cook Pediatric, Crescent View Surgery Center, Cypress Surgery Center, DMG Surgical Center, De La Vina Surgicenter, Delaware Outpatient Surgery Center, Desoto Surgery Center, Downtown Surgery Center, Dupont Surgery Center, East Bay Endoscopy Center, East Greenwich Endoscopy Center, East Memphis Surgery Center, Eye Surgery Center of Arkansas, Eye Surgery Center of San Francisco, Forest Surgery Center, Frisco Eye Institute, Gainesville Eye Physicians, Gallatin Valley Surgery Center, Gold Coast Surgery Center, Gramercy ASC, Gwinnett Advanced Surgery Center, Heritage Eye Center, Hualapai Surgery Center, Humble Vascular Surgical Center, Interventional Pain Management, Interventional Spine Center Anaheim, Interventional Spine Center Laguna Hills, Jacksonville Beach Surgery Center, King of Prussia ASC, La Peer Surgery Center, Lake Mary Surgery Center, Lake Worth Surgical Center, Lakes Surgery Center, Lakeway SC, Laser & Outpatient Surgery Center, Layton Surgery Center, Logan Surgery Center, Lonestar Ambulatory Surgical Center, MUVE Springfield Ambulatory Surgical Center, MUVE-West Chester, McKay Dee Surgical Center, Meadowbrook Endoscopy Center, Medical Center Endoscopy, Medical Village Surgical Center, Methodist Mansfield Ambulatory Surgery Center, Methodist Surgery Center - Keller, Methodist Surgery Center - Richardson, Methodist Surgery Center - TMI, Miami Surgical Center, Microsurgical Spine Center, Millenia Surgery Center, Montpelier Surgery Center, NCH Naples Outpatient Surgical Institute, Nevada Surgical, NorCal Orthopedic Surgery Center, North Dakota Surgery Center, North Shore Surgi-Center, Northern Ohio Surgery Center, Northpointe Surgical Center, NovaMed Surgery Center of Chattanooga, NovaMed Surgery Center of Chicago-Northshore, Novamed Eye Surgery Center of Madison, Novamed Surgery Center Of Cleveland, Novamed Surgery Center Of Nashua, Novamed Surgery Center Of Warrensburg, Novamed Surgery Center of Baton Rouge, Ocean State Endoscopy Center, Ogden Endoscopy Center, Optim Surgery Center, Orthopedic Ambulatory Surgery Center of Chesterfie, Orthosouth - Germantown Surgery Center, Outpatient Surgery Center of Asheville, Overland Park Eye Surgery Center, Oxford Surgery Center, Park City Surgery Center, Park Place Surgery Center, Physicians Surgery Center, Plantation ASC, Preferred Vascular - Georgia, Preferred Vascular - Ohio, Premier Surgery Center (GA), Premier Surgical Center (CO), Provo SC, ReVaMP Heart & Vascular Surgery Center, Redbird Square Endoscopy Center, Ridgewood ASC, River Prairie Surgery Center, Riverside Surgical Center, Riverton Gastroenterology Center, Riverton Surgery Center, Sarasota Ambulatory Surgical Center, Saratoga SC, Sequoia Surgery Center, Shadelands Advanced Endoscopy, Skyway Surgery Center, Southern Bone & Joint ASC, Southpoint Surgery Center, Southwest Endoscopy Center, Space Coast Surgery Center, Specialty Surgery Center, Specialty Surgery Center Brighton Way, Specialty Surgery Center Encino, Specialty Surgery Center Wilshire, Spring Hill Surgery Center, St. George SC, St. Louis Multispecialty Surgery Center, St. Louis Spine and Orthopedic Surgery Center, St. Peters Ambulatory Surgery Center, Surgery Center at Doral, Surgery Center of Fremont, Surgery Center of Kalamazoo, Surgery Partners All Policies, Surgery Partners Corporate, Sweet Valley Surgery Center, TOSH, The Avenues ASC, The Center for Specialized Surgery, LP, The Gables Surgical Center, The Surgery Center, The Surgical Center at Columbia Orthopaedic Group, Timberlake Surgery Center, Tracy Surgery Center, Urocenter, Valley Ambulatory Surgery Center, Vanderbilt Surgery Center at Cool Springs, Village Surgicenter Of Erie, Vista Surgery Center OH, Vista Surgery Center TX, Wichita Falls, Wilmington SurgCare, Woodcrest Surgery Center, Z Center for Advanced Surgery