

**Language Services: The Why and the How
HealthStream Module: Updated 12.24.2014**

Post-Test: Must score 92% to pass (may miss one question)

PRINT NAME

DATE

1. Who determines the need for language services for patients who are limited English proficient (LEP) or deaf or hard of hearing
 - A. Only physicians can make this determination
 - B. Only nurses make this decision
 - C. The patient determines the need for language assistance
 - D. Only the language services manager can make this determination

2. Under Title VI of the Civil Rights Act of 1964, we must
 - A. Provide the same quality of care to all patients regardless of language spoken
 - B. Offer interpreter services free of charge for patients who are limited English proficient
 - C. Provide translations of vital documents
 - D. All of the above

3. The question we ask about our patients to determine whether they prefer to use a spoken language interpreter is:
 - A. What language do you speak at home?
 - B. In what language do you prefer to talk to your doctors or nurses?
 - C. What is your native language?
 - D. Do you speak English?

4. The reason we use trained interpreters is that:
 - A. Trained interpreters will interpret everything that is said
 - B. Trained interpreters know medical terminology
 - C. Trained interpreters are likely to be more objective than friends or family members
 - D. All of the above

5. You work in an Emergency Department at one of our five hospitals and your patient prefers to speak Spanish. Please indicate your best option for providing a trained interpreter:
 - A. Pre-schedule an outside vendor to interpret for your patient
 - B. Obtain a Pocketalker for your patient
 - C. Call for a Spanish staff interpreter
 - D. Use a Spanish-speaking colleague even though she is not a qualified interpreter



6. Your patient prefers to speak Arabic for medical care. Please indicate your best option for obtaining a trained Arabic interpreter:
 - A. Search the Language Bank for a trained volunteer Arabic interpreter at your location
 - B. Ask a family member to interpret as that will be faster
 - C. We don't need to provide an interpreter
 - D. Tell the individual he must pay for interpreter services

7. Under the Americans with Disabilities Act, we must:
 - A. Provide a Sign Language Interpreter to all patients who are deaf
 - B. Assist only patients who are deaf
 - C. Provide effective communication for our patients and their companions who are deaf or hard of hearing
 - D. Ask all patients and companions if they want an American Sign Language interpreter

8. Your patient is deaf and needs to use an on-site American Sign Language Interpreter for effective communication. You should:
 - A. Call 703-776-7641 to obtain a Sign Language Interpreter
 - B. Search the Language Bank on InovaNet
 - C. Ask the patient's father to interpret
 - D. We do not need to provide Sign Language interpreters

9. What visual identifier do we offer patients and companions who are deaf or hard of hearing?
 - A. A black and white button with the word
 - B. An orange wrist band
 - C. We do not use a visual identifier
 - D. A red wrist band

10. True or False: We do not need to assist customers who are deaf. The Americans with Disabilities Act refers only to patients and companions.
 - A. True
 - B. False

11. Your patient is deaf and has requested an on-site American Sign Language Interpreter. You have called for an interpreter. Your best option while waiting for the interpreter:
 - A. Ask the patient if she reads lips
 - B. Use InDemand (video remote interpreting) for use until the interpreter arrives
 - C. Call the Sign Language Services Manager for assistance
 - D. Tell the patient you have no way to communicate while waiting for the interpreter.



12. Your patient's companion is hard of hearing and has requested the use of a PockeTalker to help him hear. You should:
- A. We do not assist companions who are hard of hearing
 - B. Call the Sign Language Services Manager to obtain a PockeTalker
 - C. Obtain a PockeTalker on your unit/department
 - D. Tell the companion that the gift shop carries PockeTalkers for his use
13. Documentation is vital. Staff must document which of the following:
- A. Requests for interpreter services
 - B. Refusals of interpreter services
 - C. Services or aids provided
 - D. All of the above

SIGNATURE