Language Services
Staff Training
Language Services Department

Spoken Languages

Sign Language

Written Translations
Language Services Department

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Language Services

- Timely
- Effective
- Safe
- High quality
- Patient-centered
- Compliant with Federal laws
Effective communication is essential to providing safe care.
1) Offer services **every time**
2) Use the **appropriate** service
3) **Document** every interaction
1) Offer services **every time**

“Any patient and/or companion who is limited English proficient or deaf or hard of hearing **must** be offered interpreter services or auxiliary aids **free of charge.**”
2) Use the appropriate service
3) **Document every interaction**

If it isn’t documented, it didn’t happen.
Language Services

HELP

53-5264

(53-0-5264 at IFMC)
Language Services

HELP

INOVA™
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Language Services

• Scheduling Office:
  (703) 776-7641

• Hospital Operators
Questions or feedback?
LanguageServices@inova.org