


**GUAM MEMORIAL HOSPITAL AUTHORITY  
SOCIAL SERVICES DEPARTMENT MANUAL**

<b>APPROVED BY:</b>   <small>Zennia C. Pecina, MSN, RN Professional Support Division Administrator</small>	<b>RESPONSIBILITY:</b>  Social Services Nursing	<b>EFFECTIVE DATE:</b>  7/28/92	<b>POLICY NO.</b>  6431-3	<b>PAGE</b>  1 of 2
<b>TITLE: COMMUNICATION BARRIERS</b>				
<b>LAST REVIEWED:</b> 11/2008; 3/2012; 8/2015				
<b>ENDORSED:</b> FP 07/2009; FP 8/2015				

**PURPOSE:**

1. To assure quality care and services are provided and maintained to all individuals who have communication barriers such as hearing, speech, visual or language challenges.
2. To comply with the Joint Commission standard RI.01.01.03 “the hospital respects the patient’s right to receive information in a manner he or she understands” and the Joint Commission standard RI.01.01.03, EP 1 “the hospital provides information in a manner tailored to the patient’s age, language and ability to understand” and Joint Commission standard RI.01.01.03, EP 2 “the hospital provides language interpreting and translation services”.

**POLICY:**

The Hospital shall ensure that it provides effective means of communication with patients of all ages challenged with hearing, speech, visual or language barriers who seek medical treatment and services at the Hospital, by determining the appropriate form of communication to be used at no cost to the patient.

**PROCEDURE:**

1. Assess the communication barrier of the patient and learn if they wish to avail of the information given upon admission by Patient Registration entitled “Services for People with Disabilities” which provides resource information for hearing, speech and visually challenged individuals admitted to the Hospital (**see Attachment Services for People with Disabilities**).
2. If the communication barrier is language, the Hospital shall ensure that the patient is offered a GMHA registered volunteer interpreter who speaks the patient’s language to ensure that the patient understands the medical care and treatment that will be received (**see Attachment List of Interpreters**).
3. The Hospital discourages patients’ relatives or friends from serving as interpreters and shall provide interpreters from the list of GMHA volunteers, however, if the Hospital offers a face-to face interpreter or the telephonic interpreter services of Helping Hands Hawaii but the patient chooses to have someone familiar to interpret for them, the Hospital shall document the patient’s request and honor that request.

4. The Hospital shall ensure that reasonable accommodations for:
  - a. the hearing /speech impaired: a certified American Sign Language (ASL) interpreter (24 hour advance notice) can be coordinated through the GMHA EEO Officer/ADA Coordinator or the Human Resources Office or the Nursing Supervisor or else accommodations can be made by communicating with the patient in writing.
  - b. the visually impaired: certain documents in Braille are available at Patient Registration Department or by else accommodations can be made by reading each document to the patient.
5. GMHA shall treat patients with communication barriers with dignity and respect at all times.

**GUAM MEMORIAL HOSPITAL AUTHORITY  
850 GOV. CARLOS CAMACHO ROAD  
TAMUNING, GUAM 96913**

**SERVICES FOR PEOPLE WITH DISABILITIES**

**For Hearing/Speech Impaired:**

- ◆ Interpreting Services – The Guam Memorial Hospital Authority (GMHA) has several staff members who are available for sign language interpreting. Please inform our hospital's Patient Service Representative of your needs for interpreting services.
- ◆ If a sign language interpreter is not immediately available, GMHA staff members will make reasonable accommodations for the hearing/speech impaired by communicating in writing.
- ◆ Certified American Sign Language (ASL) interpreters from GCC and DOE need an advance request of 24 hour notice or more. Call the EEO Officer/ADA Coordinator at 647-2218 or Human Resources Office at 647-2219/2409 from 8:00am – 5:00pm Monday through Friday or the Nursing Supervisor at 3-2262 during other hours and holidays. Every effort will be made to fill ASAP requests whenever possible.
- ◆ Closed Caption – This is translation of dialogue from television programs into written captions. The hospital's Education Department has two (2) large television sets which have caption functions built into them and is activated by pressing the setup button on the front of the TV.
- ◆ The Guam Memorial Hospital Authority **allows** service animals on its premises for the hearing impaired.

**For Visually Impaired:**

- ◆ The following documents are available in Braille at Patient Registration Department for visually impaired persons:
  1. Patient Rights and Responsibilities
  2. Authorization for Medical Treatment: Terms and Conditions
  3. Your Right as a Patient to Make Decisions Regarding Your Medical Treatment
  4. Declaration Regarding Life Sustaining Treatment (Living Will)
  5. Surgery/Procedures/Sedation/Anesthesia/Transfusion consent form
- ◆ If the visually impaired is not able to read Braille, Patient Registration staff will make reasonable accommodations by reading each document to the patient/customer.
- ◆ The Guam Memorial Hospital Authority **allows** service animals on its premises for the visually impaired.

**Other Services:**

- Wheelchair service
- Front of the line service
- Accessible parking

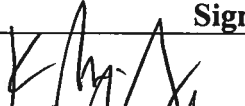
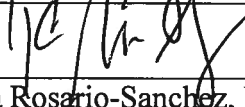
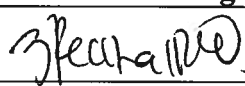
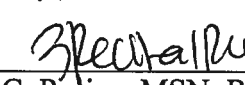


## REVIEW AND APPROVAL (CERTIFICATION)

The signatories on this document acknowledge that they have reviewed and approved the following:

- Bylaws
- Rules & Regulations
- Policies & Procedures

Submitted by:  
 Department/Committee:  
 Title:  
 Policy Number (if applicable):

Katrina Rosario-Sanchez, MPA, MSW, LPC  
Medical Social Services Administrator  
Communication Barriers  
6431-3

	<b>Date</b>	<b>Signature</b>
	8.06.2015	
	8.06.2015	
Reviewed		Katrina Rosario-Sanchez, MPA, MSW, LPC Medical Social Services Administrator
Approved		
Title		
	<b>Date</b>	<b>Signature</b>
	8/7/15	
	8/7/15	
Reviewed		Zennia C. Pecina, MSN, RN Associate Administrator, Clinical Services/Assistant Administrator, Professional Support Division
Approved		
Title		
	<b>Date</b>	<b>Signature</b>
	8/13/15	
	8/13/15	
Reviewed		James Nozaki, MD Family Practice Chairperson
Approved		
Title		
	<b>Date</b>	<b>Signature</b>
Reviewed		
Approved		
Title		

**GUAM MEMORIAL HOSPITAL AUTHORITY**  
**Foreign Language Interpreters**  
**As of March 8, 2016**

**Chamorro**

June Perez  
 Trina Sanchez  
 Ronald Beaver  
 Tomas Mesa  
 Toni Tenorio  
 FrancisScott Perez  
 Liz San Nicolas  
 Frances Brown  
 Elizabeth Baijadia

Admin  
 Social Services  
 Respiratory Care  
 Radiology  
 EEO  
 Pediatrics  
 Pt. Registration  
 SNU Rehab  
 Pt. Registration

Una Choi  
 Candy Chan  
 Taipei Consulate

Fac. Maint.  
 Fiscal Service

647-2213  
 647-2356  
 647-2443  
 647-2482  
 647-2218  
 647-2156  
 647-2430  
 685-9100  
 648-7903/4

**Indian**

Mohammad Ashraf  
 Suma Joseph (Malayalan)

Accounts Payable  
 Med-Tele

648-7952/1  
 647-2144/2397

**Burmese**

c/o Atty. Charles Kinnunen

477-3300

**Tagalog**

Veronica Cenzon  
 Domuel Mangubat  
 Farah Cunanan

Hemo  
 Radiology  
 Rehab

Shirley Untalan  
 Yoo, Jin Ha  
 Korean Consulate

Social Services  
 Nursery

647-2142  
 647-2288/2188  
 647-2275/2115  
 648-7909-12  
 647-2496/2372  
 647-2457/2497  
 647-2426/2136  
 649-1290/2188  
 648-7909-12  
 647-2288/2188

**Japanese**

Jun Camat  
 Adrienne Tudela  
 Ayako Fulgar  
 Naoki Cunanan  
 Japan Consulate  
 Dr. Seung Huh

Emergency Room  
 Med-Surg (11-7am)  
 Surgical  
 IT Department  
 Emergency Room  
 Radiology

Patricia S. Ruecho  
 FSM Consulate

P.O. Box 26022 Barr. 96921

969-0146(H) 878-5167©  
 646-9154/6

**Chuukese**

Stacey Edmund  
 Augustina Salas  
 FSM Consulate

Surgical Ward (Grave Shift)  
 Housekeeping

647-2497  
 647-2360/2296  
 646-9154/6

**Pohnpeian**

FSM Consulate

646-9154/6

**Kosraean**

FSM Consulate

646-9154/6

**Palauan**

Tim Santos  
 Margie Okerill  
 Marlin Pinaula  
 Palauan Consulate

Social Services  
 Pt. Registration  
 Dietary

Luis Rama

646-9154/6

**Indonesian**

Siska Hulapea  
 (c/o Ruth Gurusamy 647-5355)

727-1820 (Cell)

**Polish**

Pawel (Paul) Badowski

633-1801

SNU Rehab.  
 Pawel (Paul) Badowski

633-1801

**SIGN LANGUAGE INTERPRETERS**

**In-House Staff:**

Berthalou Pangelinan  
 Frances Quintanilla  
 Alice Pajela  
 Mary Castro, Patient Service  
 Lourdes Cruz, Accountant

IT Department  
 IT Department  
 ICU/CCU  
 Pt. Registration  
 Budget Office

**German**

Pawel (Paul) Badowski  
 Margot Camacho  
 Dr. Freidrich Bieleing

633-1801  
 647-2345/6  
 c/o 647-2555

**Outside Resources: All DOE Employees**

Christine Chargualaf  
 Monika Duenas  
 Jeannie Hollis  
 Blessie Illustre  
 Kristien Bamba

DOE  
 DOE  
 DOE  
 DOE  
 GCC

472-6785/967-8273 (Work/Cell)  
 734-4181 (PC Lujan Elem.)  
 642-2100/633-5197/858-2129 (Work/Home/Cell) 686-1807 Bill Hollis, Business Manager  
 689-8021 (Home)  
 689-0729/734-6126 Email: kbamba@gmail.com