Regulations that guide our program include:

- The National CLAS Standards
- American Disabilities Act
- Title III of the American Disabilities Act (ADA)
- Section 504 of the Rehabilitation Act
- Section 1557 of the Affordable Care Act (ACA)

Please tell us what we can do to help.
We welcome feedback!
languageservices@trinityhealthofne.org
Trinity Health Of New England provides free language services to all patients and companions to ensure effective communication. These resources are referred to as the 3+1 options.

**Interpretation** (verbal communication) and **translation** (written documents) are available for those who are deaf, deafened, hard of hearing, have a speech disability or have limited English skills.

### 3 Interpretation Resources:

**Over the Phone Interpretation (OPI):** Dual handset phones are available for three-way telephone communication, connecting the patient and provider with an offsite interpreter in over 150 languages.

**Video Remote Interpretation (VRI):** Video remote interpreter devices are used to interpret via video connection with an offsite interpreter. They are available in over 50 languages for video, 100+ for audio and American Sign Language (ASL).

**In-person Interpretation (Spoken and/or Sign Language):** In-person interpreters are available in over 80 languages including American Sign Language, Certified Deaf Interpreting (CDI), and Tactile Interpreting.

### +1 Translation Resource:

**Translation** of documents or forms are available.

**Video Relay Services (VRS)** devices are also available in waiting areas for patients and their companions to communicate with anyone outside of the hospital.

### To Request Services:

- Please let staff know if the patient and/or companion needs language assistance.
- Trinity Health Of New England does not use companions (e.g. family members, friends, children under age 18 or non-medically qualified staff) as interpreters, unless the patient declines our services and signs the Language Services Waiver Form.

### Frequently Asked Questions:

**Can I request to have the same interpreter?**
You can request the same interpreter and every effort will be made to accommodate you; however there is no guarantee as interpreters may be on other calls, unavailable, or not working.

**Can I request an interpreter of a specific gender?**
Yes you can. There may be times when the interpreter of the gender desired may not be available.

**Do I have to bring my own interpreter?**
It is illegal to require a patient to provide an interpreter. However, a patient does have the right to decline language services.

**Is the language services program compliant?**
All language services are HIPAA complaint. Our phone, video and in-person interpreters are trained in confidentiality and HIPAA regulations, and sign a confidentiality agreement. The video interpretation takes place over a secured connection and is not recorded nor is the audio.

**Is my personal health information documented by the interpreter?**
No, it is not. The interpreter will document the patient and provider’s name and language interpreted for business purposes. It is required by law that a provider document each time they use an interpreter during an encounter with a patient.

### Languages Offered:

- Acholi
- American Sign Language
- Arabic
- Bambara
- Chin
- Creole
- Fante
- Farsi
- French
- Haitian
- Haka (Burmese)
- Hmong
- Jordanian Arabic
- Lautu
- Karen
- Mandarin
- Matu
- Nepali
- Oromo
- Polish
- Portuguese
- Russian
- Somali
- Spanish
- Sudanese Arabic
- Swahili
- Syrian Arabic
- Toishanese
- Vietnamese
- Yemeni Arabic
- Zomi and many more