



# DIVISION SCOPE OF SERVICE

<b>Division: NORTH CAROLINA</b>	
<b>Classification: INTERPRETER-PLEASE SELECT TYPE BELOW</b>	
<b>SIGN LANGUAGE INTERPRETER</b>	<b>ORAL or WRITTEN INTERPRETER</b>
<b>Applicant Name:</b>	

<p><b>Interpreter:</b> The Interpreter must have equivalent qualifications, competence and function in the same role as employed individuals performing the same or similar services at the facility, as defined by facility job description.</p> <p><b>Definition of Care or Service:</b> The Interpreter is able to interpret effectively, accurately, and impartially both receptively and expressively, using any necessary specialized vocabulary. A qualified interpreter is one who, in addition to being certified, is also able to interpret effectively, accurately and impartially using any necessary specialized vocabulary, such as medical terminology. Scope of Service may include:</p> <ul style="list-style-type: none"> <li>• Follows appropriate policies, procedures, hospital protocol and complete necessary documentation.</li> <li>• Maintain daily communications with customers as directed, to ensure resolution and proper follow-up, leading to customer satisfaction</li> <li>• Meet Health and Human Services, Environment Health and Safety requirements and/or all other applicable regulatory requirements</li> <li>• Interpreters also are privy to sensitive information, so they must maintain patient confidentiality at all times.</li> <li>• Performs duties in a spirit of teamwork and cooperation.</li> <li>• The medical interpreter receives then translates for the patient the healthcare professional's information/statements then interprets the patient's response back to the professional, using any necessary specialized vocabulary.</li> <li>• Interpreters may translate such information as the reason for a medical visit, past medical history and family medical history, as well as, translating explanations for medical and surgical procedures, medical care instructions, providing drug information and scheduling follow-up appointments.</li> <li>• Demonstrates Clinical and Service excellence behaviors to include HCA Healthcare code of conduct core fundamentals in daily interactions with patients, families, co-workers and physicians.</li> </ul> <p><b>Setting(s):</b> Healthcare facilities including but not limited to hospitals, and outpatient treatment facilities</p> <p><b>Supervision:</b></p> <ul style="list-style-type: none"> <li>• Direct supervision by department director, site manager or designee</li> </ul> <p><b>Evaluator:</b> Department director or designee</p> <p><b>Tier Level:</b> 2</p>
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<p><b>eSAF Access Required:</b> YES</p>
<p><b>Qualifications:</b></p> <ul style="list-style-type: none"> <li>• High School/GED or higher</li> <li>• Fluency in English and one or more foreign language in both oral and written or sign language.</li> </ul> <p><b><i>If you are Interpreting in Sign Language:</i></b></p> <ul style="list-style-type: none"> <li>• American Sign Language (ASL) Interpreters should be certified (see state requirements)</li> <li>• Sign Language State license required for certain states (see state requirements)</li> </ul> <p><b>Preferred Qualifications:</b></p> <ul style="list-style-type: none"> <li>• Certification by the National Board of Certification for Medical Interpreters or accept proof of medical interpreter training preferred</li> </ul> <p><b>NOTE:</b> Where education may not be defined in qualifications area of the Scope, HCA Healthcare requires the highest level of education completed (not training or courses) confirmed on your background check.</p>
<p><b>State Requirements:</b></p> <ul style="list-style-type: none"> <li>• All ASL Interpreters should be nationally certified by Registry of Interpreters for the Deaf (RID)</li> <li>• North Carolina requires sign language interpreters to have a state license</li> </ul>
<p><b>Experience:</b></p> <ul style="list-style-type: none"> <li>• 3-5 years of experience in a healthcare setting as a medical interpreter with strong medical vocabulary including vocabulary of medical specialties.</li> </ul>
<p><b>Competencies:</b></p> <p>The Interpreter will demonstrate:</p> <ul style="list-style-type: none"> <li>• Strong linguistic and cultural awareness skills</li> <li>• Selects appropriate mode of interpretation for each situation</li> <li>• Understands variety of regional accents and linguistic styles and registers</li> <li>• Maintains professional distance and integrity</li> <li>• Diffuses conflict between parties by remaining calm and impartial</li> <li>• Clarifies instructions, follow up steps in a diplomatic, effective manner</li> <li>• Accurate patient information review and evaluation <ul style="list-style-type: none"> <li>○ Uses at least two ways to identify patients before proceeding with interaction</li> <li>○ Verifies that the requested service correlates with the patient’s clinical history, presentation and physician order</li> <li>○ Accesses the patient medical record appropriately</li> <li>○ Documents in the medical record according to the facility standard / policy</li> </ul> </li> <li>• Infection Prevention <ul style="list-style-type: none"> <li>○ Practices consistent hand hygiene</li> <li>○ Uses personal protective equipment (PPE)</li> <li>○ Required immunizations per Division requirements</li> <li>○ Complies with Isolation precautions</li> <li>○ Disposes biohazardous materials per hospital policy</li> </ul> </li> <li>• Familiarity and ability to work with diversity of cultural/socio-economic backgrounds</li> <li>• General knowledge of cultural backgrounds of patients to be served</li> <li>• Good interpersonal, organizational, and time-management skills</li> <li>• Knowledge of computer systems</li> </ul>
<p><b>References:</b></p> <p>National Council on Interpreting in Health Care. <i>National Council on Interpreting in Health Care Develops</i></p>



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*National Standards for Interpreters.* Retrieved December 27, 2012 from: <http://www.ncihc.org/ethics-and-standards-of-practice>

Registry of Interpreters for the Deaf, Inc. (RID)

<https://www.rid.org/>

North Carolina Interpreters and Transliterators Licensing Board: <https://ncitlb.org/>

North Carolina Sign Language License: <https://ncitlb.org/current-licensees/>

**Your signature confirms you will be able to comply with the Qualifications and Competencies listed within this Scope of Service and that you will confirm education via your background check.**

**Applicant Printed Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_