



**NORTHERN
INYO HOSPITAL**

Northern Inyo County Local Hospital District

Language Services Department

Northern Inyo Hospital is committed to addressing the needs of its patients that experience unequal access to health care services, not limited to any particular racial, ethnic, and linguistic population group. The Language Services Department is committed, through its Language Services Program, to facilitate communication between health care providers and patients with language or communication barriers, for appropriate and equal access to all hospital services.

The Program utilizes the expertise of in-house bilingual staff and providers, dedicated qualified interpreters, professional translator services, certified American Sign Language interpreters, and the over-the-phone interpreting services of Language Line. Therefore, the program encompasses in-person or over-the-phone oral interpretation, American Sign Language interpretation, and written translation of patient care forms. These services are provided upon identification of need by the service provider or request by the patient.

Medical interpreting requires preparation and specialized training. Northern Inyo Hospital's medical interpreters are committed to supporting the delivery of culturally, and linguistically competent health care. They follow the California Standards for Healthcare Interpreters, set forth by the California Healthcare Interpreting Association; the National Standards of Practice for Interpreters in Health Care, set forth by the National Council on Interpreting in Health Care; as well as abiding by hospital confidentiality policies and regulations.

If you have any questions or concerns regarding Northern Inyo Hospital Language Services, please contact José García, Language Services Manager, at (760) 873-5811 Ext. 2659 or e-mail to jose.garcia@nih.org For the hearing impaired, Northern Inyo Hospital's TDD number is (760) 873-6731.