

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



3+1 Language Services Program

1000 Asylum Avenue
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TrinityHealthOfNE.org

3+1 Language Services Program



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.

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

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.