



DENTAL

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M Dental Language Policy

Patients have the right to receive information in a form, language and manner that he or she understands. This includes, where necessary and reasonably practicable, the right to a competent interpreter. This policy outlines tools to assure access and continuity of care related to health care information and services for patients with communication barriers.

Policy

A patient has the right to determine who will provide interpreter services to him/her. A patient may specifically request that an accompanying adult (family member/friend) interpret or facilitate communication. The accompanying adult must agree to provide such assistance, and reliance on that adult for such assistance is appropriate under the circumstances. The patient's choice will be documented in the patient's record. It is prohibited to rely on a minor child to interpret or facilitate communication, except in an emergency involving an imminent threat to the safety or welfare of an individual or the public where there is no qualified interpreter available.

Standardized written materials including Patient Rights are available to patients upon admission.

Types of Barriers

- Language
- Hearing/speaking
- Visual

Procedure

Screening:

All patients will have communication barrier(s) identified at the time of service. Communication barriers will be assessed upon registration and reassessed throughout the patient's treatment and results will be documented in the patient's record.

Hearing/Speaking Resources:

Patient has a right to have the assistance of a New Zealand sign language interpreter to facilitate communication.

Visual Resources:

For visually impaired patients, our staff will read materials to them, as appropriate, and/or, with the patient's permission, will engage patient's family and friends to participate in communication and education no differently than done with patients who have vision capabilities.

Documentation:

All communication involving interpreting services will be recorded in the patient's records. Documentation will include the date, the time, an identifying name of the individual providing the interpretation.

Annual Review Responsibility:

Dr. Uday Kasture will be responsible for the annual review of the policy.