



**AUBURN  
COMMUNITY  
HOSPITAL**

**At Auburn Community Hospital,  
it is our goal to provide world-class  
patient care and service  
to every patient, every day.**

### **HELPFUL PHONE NUMBERS:**

**Hospital Operator:  
315-255-7011**

**Patient Financial Services:  
315-255-7210**

**Patient Advocate:  
315-255-7166**

**Language Assistance Manager:  
315-255-7166**

**Chaplain Office:  
315-255-7297**

It is the policy of Auburn Community Hospital that no patient will be discriminated against for any reason including race, religion, ethnicity, age, sex, sexual orientation, physical or economic status or ability to pay.

#### **Our Mission:**

Our mission is to provide compassionate, quality care and improve the health of our community.



#### **Our Vision:**

Our vision is to be the trusted, first choice provider of high quality health care for our community, working together with our employees, medical staff, and regional partners.



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## **Auburn Community Hospital Interpretive Services**



**Patients have the right to receive care  
and to discuss healthcare information  
in the language of their preference**

**AUBURN COMMUNITY HOSPITAL  
PROVIDES INTERPRETIVE SERVICES AT NO COST**

INTERPRETER &  
TRANSLATION SERVICES





## Interpreter Services FAQ

### When do I need an Interpreter?

At any time you feel you are having difficulty understanding information or providing information.

For instance:

- History and Physicals
- Consults
- Consents
- Medical Assessments
- End of Life Decisions
- Family Conferences
- Discharge Instructions

### How often can I request an interpreter?

As many times as you need. It is important that you understand all of the information to make your best healthcare decisions.

### Can my family interpret for me?

The hospital strongly encourages that trained medical interpreters provide interpretation services for important conversations as noted above. For your safety, we will provide an interpreter at no cost to you. We do not want to put your family members in a difficult situation by having them interpret critical and sensitive information.

## Services Available for Limited English Patients:

- Language Assistance Boards

**CUADRO DE DOLOR**

**NIVEL DE DOLOR** (Scale 0-10): 10 El peor, 9, 8, 7 Agudo, 6, 5 Moderado, 4, 3 Leve, 2, 1, 0 Ninguno.

**ESTA PARTE** (Location): Pica, Arde, Duele, Está acalabrada, No la puedo mover, Está entumecida, Duele constantemente, Quema, Está adolorida o sensible.

**EL DOLOR ES** (Characteristics): Constante, Intermitente, Va de un lugar a otro, Punzante, Sordo/continuo, Agudo.

**PLAN DE CUIDADO:** Dónde, Cuando, Qué, Cómo, Por qué, Quién, Continúe, ¿Cómo estoy?

**SI / NO** (Yes/No) and other questions: Por favor, explique, Necesito que me reconforten, ¿Dónde, Cuando, Qué, Deténgase, ¿Cuál es el plan?, ¿Cuándo puedo irme a casa?, ¿Cómo estoy?

**QUIERO Medicina Para El Dolor** (I want Pain Medicine)

- Over the phone interpretation services is available in over 140 languages 24 hours a day, 7 days a week



- Equipment to support hearing impaired needs (TDD/TYY)



Our goal is to provide you the highest level of care possible during your stay. Your involvement in your treatment is very important. If you have any unanswered questions from your healthcare team, feel free to request an interpreter to assist you at no cost to you. We also want to ensure that your room is as clean and quiet as possible. If you ever require assistance in keeping your room clean or quiet, please notify a staff member by pressing your nurse call button.

Interpretation services are available **free** of charge to you at anytime during your hospital stay. You can express your need or preference to an interpreter to any staff member.

