

PHLB	Administrative Policies & Procedures		
	ORIGINAL DATE: 10/00	REVISED DATE: 10/03	PAGE NUMBER: 1 of 1
	SUBJECT: English Language		C.E.O. APPROVAL:
POLICY NUMBER: 1-470			C.O.O. APPROVAL:

REFERENCE: RI.2.100

PURPOSE:

Pacific Hospital of Long Beach knows that many of our employees and residents speak a language other than English and has no policy that prohibits, or discriminates against employees for the use of any language in the workplace.

The use of a common language minimizes the possibility of confusion and inefficiency in situations where team care is required, and helps safeguard patients. It is our intent to reduce or eliminate, as much as possible, any distress and/or apprehension patients might experience over their medical condition. Therefore in order to better serve our patients and create a more harmonious work environment, we encourage all of our employees and residents to speak English only while working, unless the employee is speaking to or translating for a non-English speaking patient or visitor.

AFFECTED AREAS/DEPARTMENTS: ALL

POLICY:

1. All employees are asked to speak English while on duty in areas of direct patient care delivery. This would include: patients' rooms, public lounges when patients are present and any other location that patients frequent or where they receive treatment and care.
2. Employees may speak in languages other than English in the following situations:
 - a. When the conversation is for interpretive purposes with a patient or member of the patient's family whose primary language is the same as the spoken language; or
 - b. When the conversation occurs in an employee lounge, or other areas where such conversation would not be overheard by a patient.
 - c. During the meal periods, rest periods or other periods in which employees are not on duty, provided that the employees are not in a patient care area during such period.