

## **PATIENT ADVOCACY**

**L5-540, 444-2880**

### **PATIENT RIGHTS & LANGUAGE ASSISTANCE SERVICES**

#### **Inpatient**

The document is intended to provide helpful hints and useful information about services available at Stony Brook University Hospital which help support the Patient's Rights as stated by DOH.

#### **Complaints/Grievances**

A complaint is a concern voiced by a patient, or patient's representative, about service, care, or treatment that can be resolved quickly by the staff present. A complaint is considered resolved when the patient is satisfied with the actions taken on his or her behalf.

Complaints should be resolved at the local level, with a prompt response, supportive interaction with the complainant and response regarding the resolution. When the complaint cannot be resolved in this way, the complainant can be referred to the appropriate supervisory level and ultimately to Patient Advocacy if it is evident that staff at the department/unit level cannot satisfy the complainant.

When the complainant is not willing or is too emotional to allow for this process, this person should be referred to Patient Advocacy for assessment, coordination and processing by the designated staff.

The A.D.N. and A.O.D. may become involved due to the nature of the issue or the time it occurred, e.g. nighttime and weekends. When confronted with a problem, try to handle it at the local level. If resolving the complaint is not in your purview, call a Patient Advocate for assistance. Please keep in mind that complaints give us the opportunity to gather, trend and use the information in a positive way toward improvement efforts.

A grievance is a formal complaint. It is a written or verbal complaint by a patient, or patient's representative, about the patient's care, any allegation of abuse/neglect, any issue of patient harm, any issue that requires an investigation, any request to have concern be formally handled as a grievance. Patient Advocacy need to be informed of any grievance.

#### **When to Call a Patient Advocate**

☐ When interpretation of a patient's right is needed or when you feel a patient's right is not being respected.

☐ When a patient/family/visitor has expressed a complaint, question, problem or compliment.

☐ When a patient or family would benefit from a little extra attention.

☐ When there is a need to interpret hospital policies for a patient, family or visitor.

☐ When interpreters are needed for patients who are deaf or do not communicate in English and a translator would facilitate communication. Interpreters for the deaf are available by calling

Patient Advocacy or securing interpretation services through the On-Call Schedule.

☒ When dealing with a challenging patient/family

☒ When any grievance is brought forward or identified

Patient Advocates are available Monday-Friday 8:00AM to 6:30PM and Saturday/Sunday 10:00 AM to 6:30 PM. The main office for Patient Advocacy is located off the main lobby on level 5, room 540. The phone number is 444-2880. The staff can also be paged through SPOK if the situation requires immediate attention. After hours and on weekends, the A.D.N. is available to assist with patient concerns that cannot be resolved on the unit.

**For Patients with Limited English Proficiency** SBUH has employed Spanish Interpreters for both the hospital and the Emergency Department. Their schedules are listed in SPOK under Spanish Interpreters. We also have contracted over-the-telephone interpreter service with Cyracom, a 24-hour interpreter assistance program that can be accessed from any hospital telephone by dialing 844-546-3215. You will be connected with an interpreter who can communicate with the patient. Brief the interpreter by summarizing what you wish to accomplish and give any special instructions. Then have the interpreter speak with the patient. Units have dual handset phones that should be in the patient's room for those who need language assistance. All speed dials on the phone automatically connect to Cyracom. This will allow both you and the patient to use only one phone line while still allowing each of you your own hand set. You can also access Cyracom from any hospital-issued cell phone through the Cyracom app in the Self Service Folder.

**For Patients Who Are Hearing Impaired** Sign Language Interpreters are available for our deaf patients. It is the patient's right to have an interpreter. Interpreters can be arranged for patients by calling Patient Advocacy or by contacting our Sign Language vendor that is located on SPOK. Cyracom can also be utilized to connect to a sign language interpreter within minutes of the request for interpretation. Staff can download Cyracom app on any hospital-issued telephone and utilize the video remote interpretation to access sign language interpreter. 2022/2023