

<b>Hospital-wide Policy</b>	<b>Title:</b> Interpreter Services
<b>Issuing Department:</b> Interpreter Services	<b>Effective Date:</b> 10/06/2021
<b>IMPORTANT NOTICE:</b> The official version of this policy is contained in the Policy and Procedure Manager (PPM) and may have been revised since the document was printed.	

**I. Purpose**

The mission of the Interpreter Services Department is to ensure the best quality medical care possible to our patients who benefit from the use of an interpreter. This is achieved by facilitating linguistic and cultural communication and understanding between Tufts Medical Center providers and our patients, as well as their families. Interpreters are vital members of the medical team, and the Interpreter Services Department supports Tufts Medical Center staff and patients via face-to-face, video, telephonic interpretations and written translations.

**II. Scope**

Interpreting Services are available to anyone present or visiting our facilities be they staff, employee, patient or family member.

**III. Policy**

Tufts Medical Center is fully committed to providing the highest quality health care possible to all those who come through its doors. This includes both Deaf & Hard of Hearing persons as well as non-English or limited-English speakers. Federal and State legislation mandates the use of trained and competent interpreters for patients who do not speak or have limited knowledge of English. In accordance with this mandate, Tufts Medical Center Interpreter Services Department prides itself in having an excellent team of trained professional medical interpreters available, at no cost to patients, throughout the hospital 24 hours a day, seven days a week, to serve the needs of the hospital staff, patients and their families. Medical interpreting is a profession that requires extensive training, experience, skills, knowledge of medical terminology, the Standards of Practice, the Code of Ethics, cultural understanding, as well as language fluency and proficiency in both English and the patient's language. For this reason, family members, minor children, or friends of the patient are **not appropriate interpreters**, and are **not allowed to interpret**. The only exception to this is if the medical situation is considered to be life threatening and no professional interpreters are available.

## **Qualified Interpreters**

Tufts Medical Center interpreters need to have completed formal training in medical interpretation and pass a third-party interpreter skills assessment administered by the Interpreter Services Department prior to their assignment as a medical interpreter. However, employees hired prior to 1998 have been “grandfathered in” and their competency is based on their past experience. Testing includes demonstration of fluency in English and at least one other language, proficiency in the skills & ethics of interpreting, and knowledge of the specialized terms & concepts relevant to clinical & non-clinical encounters in a healthcare setting.

Interpreters serve as a conduit for communication. They are considered language facilitators, a resource for cultural understanding, and patient advocates with the goal of providing the patient access to Tufts Medical Center services. Any other service requested, such as providing direct patient education or other services for the patient, is not part of the interpreter’s role. The only exception is in cases of disaster, when interpreters will assist as requested following upper management guidelines. The scope of Tufts Medical Center interpreters’ role is to provide medical interpreting and interpreting for community events that the medical center participates in. We cannot grant requests from visiting court officials for interpreting because legal interpreting is a different specialty that we are not qualified to provide.

### **A. Interpreter Requests**

For the languages we have in-house interpreters for such as Chinese (Cantonese & Mandarin-indicate Mandarin), Spanish, Vietnamese, Russian, Portuguese, and American Sign Language (ASL), the clinics should book interpreters through the medical center’s RCO Gold system at the same time the clinic appointment is made. The earlier the request is made the better the chances are of filling it, and being able to provide accessible quality medical care to the patient. For optimal service, please do not wait until a day or two before the appointment to request an interpreter. Interpreter Services manages hundreds of interpreter requests daily, and needs time to fulfill the requests. For languages that we do not have in-house staff interpreters for, the Department needs to contact per-diem interpreters. Therefore, the more lead time the Department gets, the better the chance the request can be fulfilled, so always strive to notify the Department as soon as possible.

All other language/dialect requests for interpreting services must be made through the Interpreter Services Department and not with the interpreter directly. These requests should be made by emailing [TuftsMCInterpreting@tuftsmedicalcenter.org](mailto:TuftsMCInterpreting@tuftsmedicalcenter.org). For any urgent requests or requests under three days in advance you may call the office directly at 617-636-5547. The exception to this is when accessing on-call interpreters after hours and weekends. For On-call requests there are specific pager numbers for Chinese, Vietnamese, Spanish and the other languages.

***Request forms to schedule an interpreter are available for downloading from EVA.***

**1. Same day service:**

Requests for same day service should be telephoned into the office (6-5547) as soon as the need for an interpreter is known. The Department will make every attempt to fill the request in a timely fashion. The Department might be able to send an interpreter if available, otherwise the Department will connect the requester to an interpreter over the phone.

**2. To request an interpreter for a scheduled appointment during office hours (8:00 AM - 5 PM Monday through Friday):**

Please email [TuftsMCInterpreting@tuftsmedicalcenter.org](mailto:TuftsMCInterpreting@tuftsmedicalcenter.org) in the following format (please include all of the following information):

Email Subject: The patient's language, date and time of appointment

Medical Record Number:

Name:

Language:

Date of appointment:

Time and duration:

Detailed reason for the appointment:

Dr.:

Dept. and extension:

Location (Building, floor and room number):

**3. After hours and weekends:**

**Weekdays: 5 PM - 8 AM**

**Weekends: Friday 5 PM - Monday 8 AM**

**Page the appropriate on-call interpreter:**

**Chinese:** # 1350

**Vietnamese:** # 1003

**Spanish & Portuguese:** # 3125

**All other languages:** # 1524

**a. Chinese & Vietnamese:**

The vast majority of requests for interpreting services at Tufts Medical Center, located in the heart of Chinatown, are for Chinese (Cantonese/Mandarin), and Vietnamese. For this reason, a Chinese/Vietnamese interpreter (available throughout the hospital by pager) is on site after hours and on weekends to cover the high demand for interpreting in these languages.

Schedule of the afterhours on site Chinese-Vietnamese-Cambodian interpreter:

Monday through Saturday: 5 PM to 10 PM

Schedule of the afterhours on site Chinese interpreter

Saturday: 10 AM to 5 PM  
Sunday: 10 AM to 7 PM

**b. Spanish:**

Spanish interpreters are also available by pager (Spanish #3125) and able to come to the hospital within a reasonable amount of time, when available.

**c. All other languages:**

For languages less frequently requested, Interpreter Services contacts interpreters from a list of freelance interpreters who may or may not accept a request to come into the hospital. In the event no local interpreter is available to come in, telephone or video interpreting will be used.

**B. Translation of Vital Documents**

Vital and routinely-used documents such as consent forms, patient education materials, advanced directives, financial & program application forms and discharge instructions should be made available in translated form for the major language groups served by the hospital. When no translation is available for a particular language, the medical provider will explain the content of the document to the patient with the assistance of an interpreter. It is not appropriate to have an interpreter orally translate a document because translating a complex document requires time, profound knowledge of the subject matter and a particular set of skills that an interpreter might not possess. The medical provider who is familiar with the content of the document should explain it in layperson's terms to the patient with the assistance of the interpreter. Translation requests are handled separately from interpretation requests. Interpreter Services reserves the right to decide if the request will be fulfilled by on-site interpreter staff or an outside translation service.

**C. Documentation**

According to Massachusetts law, hospitals are required to track the language of the patients they serve in the hospital's information system. The patient's language and need for interpreting services should also appear prominently in the patient's record, so that all those who see the patient can know ahead of time that a medical interpreter needs to be requested and scheduled for all appointments. The need for an interpreter and the language of the patient should also be mentioned when referring patients to other departments.

**1. Documentation Requirements:**

- If a phone/video interpreter is utilized through a vendor, it is important to document the interpreter's ID# in the medical record.

- If a face-to-face interpreter is used for a same-day request, please obtain their signature or use the provided stickers that provide the necessary information for documentation purposes then include in the medical record.

## **D. Mode of Interpreting**

Tufts Medical Center may provide in-person (face-to face) or remote, via telephonic or video, interpreting. All interpreting modalities may be provided by Tufts Medical Center staff interpreters or by outside partners or vendors approved by Tufts Medical Center.

### **1. Guidelines for Having an Interpreter on Site:**

Because of the high demand for our services, interpreters are booked for many appointments throughout the day and have only a certain amount of time allotted for each one. **It is therefore important that the services of the interpreter be utilized during the scheduled time, otherwise the interpreter may be required to leave for another appointment.**

**Appointments requiring the assistance of an interpreter should be given priority when the clinic is running late,** so that the patient can have full access to the highest quality medical care possible and the appointment the interpreter is booked for next is not delayed. Interpreters are instructed to go to their next appointment if the patient has shown up one half hour after the scheduled time of the appointment. Interpreters will update their status if they have waited in the waiting room for 15 minutes after the scheduled time. The Dispatcher will decide if they will continue to wait or be sent to another assignment, depending on the operational needs at that moment.

### **2. Guidelines for Phone Interpreting**

The Interpreter Services Department has expanded its telephonic interpretation services to address the increasing volume of patients and scheduling challenges. Patients who used to have to wait a longer time to see the doctors now can see them any time when they are available with the help of an interpreter over-the-phone. The service is provided by Language Line Solutions Interpreters. Language Line Solutions is a national telephonic interpreting service provider with the capability of interpreting in more than 200 different languages. The service is available 24/7 and can be accessed via the Interpreter Services Department.

Inpatients: since inpatient units are operational 24/7 and the needs for interpreters are less predictable than outpatient clinics, the patient care units have direct access to the telephonic service. During after-hours, nurses can directly call the Language Line Solutions for language service if the on-call interpreter is not available or it is a language that Interpreter Services doesn't provide on call.

Outpatients: Outpatient units mostly operate during normal business hours when Interpreter Services staff interpreters are on-site and more resources are available. Therefore, any clinic that is in need of an interpreter for the same day needs to call Interpreter Services. In this situation, Interpreter Services will triage and decide whether to send an interpreter if one is available or to connect to the language line. This will guarantee that our patients are better served and Tufts Medical Center resources are fully utilized.

### **3. Guidelines for Video Remote Interpreting (VRI):**

Tufts Medical Center provides an on-demand 24/7 video remote interpreter (VRI) service to supplement the needs of our non-English speaking patients. This service greatly enhances the ability of the hospital to deliver immediate services at times when our staff interpreters are not immediately available. VRI provides nearly instant and effective access to interpreting services in a variety of situations, including emergencies and unplanned incidents.

We provide training to employee users of the technology, accessed via the Interpreter Services homepage on the EVA system, or employees can contact Interpreter Services at 617-636-5547 to inquire about training.

### **E. Accessing interpreters for Patients who are Deaf and Hard of Hearing**

Patients who are Deaf and Hard of Hearing have a right to communication assistance in order to ensure the highest quality medical care. Deaf patients should be offered an American Sign Language (ASL) interpreter at the time they scheduled outpatient appointments and at the point of first contact for Emergency Department visits and admissions. ASL interpreting for Deaf and Hard of Hearing patients is provided on site by our full-time staff ASL interpreter. For any needs beyond which our staff is available we first contact our per diem ASL interpreters, then, if further needs persist, we request interpreters through the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH) and Partners Interpreting. For emergency, urgent, and unscheduled requests outside the available hours of our staff ASL interpreter, the MCDHH Emergency Service Line and Partners Interpreting services are contacted. In compliance with ADA regulations the Interpreting Services Department maintains a log of all attempts to acquire a non-staff ASL interpreter when necessary.

When an interpreter is needed to provide services for a person accompanying a patient who is deaf, hard of hearing or has speech disabilities, please contact Interpreter Services. We provide qualified sign language interpreters to patients and companions whose primary means of communication is sign language, and qualified oral interpreters to patients and companions who rely primarily on lip reading as their means of communication.

Non-scheduled American Sign Language (ASL) Interpreter Requests: A “non-scheduled ASL interpreter request” means a request for an interpreter made by a patient or companion with less than two (2) hours advanced notice. For such requests, the

clinic/unit personnel should complete a Communication Assessment Form (found in EVA). The clinic/unit must include this assessment form in the patient's medical record. We will take all reasonable steps to provide the interpreter no more than (a) two hours from the time a clinic/unit completes the assessment if a live interpreter is available, or (b) 30 minutes from the time the clinic/unit staff completes the assessment if a live interpreter is not available and one is provided through a Video Remote Interpreting service. In emergency situations a Video Remote Interpreter will be utilized while we attempt to procure a live interpreter. Deviations from this response time will be addressed within the Interpreter Services department.

**1. VRI Services for Deaf and Hard of Hearing Patients:**

After contacting the Interpreter Services Department to request a live ASL interpreter, if it is determined that one is unavailable (or in the case of an emergency) please page 1513 (available 24/7) for the Patient Equipment Department. Patient Equipment staff will deliver a laptop/iPad with VRI capability to your unit. When you are finished using the equipment, please page 1513 to have the video interpreting equipment picked up for return. Additionally, there are iPads available for Video Remote Interpreting services through the Center for Patient Placement at 617-636-4238.

If the VRI device is not functioning properly please call the Interpreter Services Department within 30 minutes of when the VRI service started to malfunction. If our staff interpreter is still unavailable we will request an in-person interpreter from the Massachusetts Commission for Deaf and Hard-of-Hearing and Partners Interpreting to provide services if needed.

**IV. Procedures**

The Interpreter Services Department is made up of full and part-time staff interpreters as well as per-diem and freelance interpreters. We also use Language Line Solutions and CyraCom Interpreters for Telephone interpreting services, and use Stratus/AMN Language Services for video interpreting services as a backup when no local interpreter is available. For languages regularly requested, we have staff interpreters on site available for both scheduled and emergency requests.

All on-site interpreters, be they regular staff interpreters, per-diem, freelance interpreters, hospital staff from other departments or volunteers, must, besides being proficient in English and another language, have received prior training of interpreter skills, medical terminology, and the medical interpreter Standards of Practice and Code of Ethics. If the patient, after having been offered an interpreter, declines interpreting services and states a preference to use a family member or friend to interpret, the health care provider should let the patient know that to ensure patient safety and privacy **Tufts Medical Center policy prohibits the use of family and friends as medical interpreters except in emergency situations where no credentialed interpreter is available.** In order to comply with Joint Commission requirements on provision of language services as well as

state and federal mandates, only those individuals credentialed by the Tufts Medical Center should provide medical interpretation.

Bilingual providers and other clinical staff who self-report their language skills and fluency are not trained medical interpreters, they cannot serve or act as interpreters.

#### **A. Telehealth appointments for virtual interpreters:**

1. Please use the Interpreter Telehealth Request Form (available on EVA by [clicking here](#). when requesting an interpreter for a telehealth visit.
  - a. Send all the telehealth request forms to Interpreter Services via email [TuftsMCInterpreting@tuftsmedicalcenter.org](mailto:TuftsMCInterpreting@tuftsmedicalcenter.org) (Patient's Name, MR#, Language, Date, Time, Duration, Reason for appointment, Provider, Contact Person, Ext)
2. Use the subject line **Telehealth - ('Link for appt' OR 'Will be texted at time of appt' OR 'Conference call')**
  - a. Send platform link for appointment if applicable
  - b. For conference call, please provide clinic & patient phone numbers. Interpreter will call your clinic, then connect with the patient.
3. Interpreter Services will respond to confirm the appointment with interpreter's name and phone number.
  - a. If a link is supplied or conference phone number provided, the interpreter will join at the time of the appointment.
  - b. If the interpreter will be invited at the time of the appointment, they will await a text message and join when the provider texts them.
4. Be sure to clearly communicate the system used to complete the virtual visit (Doximity, Zoom, etc.).
5. For any urgent same day requests for a telemedicine interpreter appointment please call the Interpreter Services number directly at 617-636-5547. Do not email the Interpreter Services team as the request may not be seen in a timely manner.

#### **B. Emergency situations:**

Clearly state that you are calling about an emergency situation for which an interpreter is needed immediately (*STAT*). An interpreter will be pulled from a booked appointment and dispatched immediately. If there is no interpreter on site for the particular language requested and one cannot come to the hospital within an acceptable time frame, then an interpreter will be accessed by telephone interpreting services through use Language Line Solutions Interpreters or by Stratus/AMN Language Services for video interpreting services.

#### **C. Guidelines for providers in communicating through interpreters:**

Interpreters are essential members of the medical team, collaboration between providers and interpreters is best when providers make time for a brief private pre-conference with the interpreter prior to the interpreted encounter. This is especially important if the visit

will be emotionally charged, such as when giving bad news. During the visit, the interpreter's primary role is to facilitate the discussion in such a way that the provider and patient can have as direct a conversation as possible. The provider should speak directly to the patient, addressing him/her in the first person. Begin by introducing the turn taking to ensure that the interpreter has time to interpret. If the patient and interpreter are speaking together for a long time, the provider may interrupt and ask to be included.

When giving medication instructions and discharge instructions, **ensure that the interpreted message is understood by asking the patient to teach-back**. The interpreter may provide cultural clarification, either during the appointment or in a post conference. Interpreters are not allowed to remain alone with patients in exam rooms or closed-door inpatient rooms.

#### **D. Grievance Procedures:**

When individuals have limited English proficiency, Interpreting Services provides the support needed for grievance procedures to affiliated clinics and satellite sites.

Contact Information for both internal and external grievances:

Address: Tufts Medical Center  
Interpreter Services Department  
800 Washington Street, #447  
Boston, MA 02111  
Telephone: 617-636-5547

#### **E. Cancelled or re-scheduled appointments:**

Interpreter Services (6-5547) needs to be notified immediately of any appointment change or cancellation for which an interpreter has been scheduled. Interpreter Services usually makes appointment reminder calls to non-English speaking patients a couple days before their appointments. This will facilitate efficient utilization of our limited resources. Any failure to notify the Interpreter Services of the changes will not only waste Tufts Medical Center resources, but also cause confusion on the part of the patients and therefore lead to patient dissatisfaction. There have been many situations where Interpreter Services has been unable to reach the patients or leave a message. Therefore the clinic is advised, besides notifying the Interpreter Services, to send a letter to the patients via mail, to make sure they are aware of the changes.

#### **F. Written translations:**

Written translations can be requested through the Department. Any translation of hospital written materials must be approved by Interpreting Services before being made available to the general public.

To request a written translation, please send an email request to Interpreting Services at [TuftsMCInterpreting@tuftsmedicalcenter.org](mailto:TuftsMCInterpreting@tuftsmedicalcenter.org). With your request, please include your name, extension, cost center number, and timeline information.

## **G. Sight translations**

When no written translation is available for a particular document, the medical provider should explain the content of the document to the patient with the assistance of an interpreter. Interpreters **are advised not** to orally translate complex documents such as consent forms, medical assessments, prep sheets and patient education handouts because translating such documents requires time and familiarity with the text.

Interpreters will not sign anything unless they interpreted personally. They are responsible for what they interpreted by themselves.

Interpreters can translate handwritten individualized discharge instructions, such as a medication regimen, follow-up appointments and the like.

## **H. Ancillary Services designed to complement and enhance Provision of Interpreter Services**

1. **Hospital Brochure** available in Chinese, Spanish, Russian and Vietnamese  
Tufts Medical Center is a maze of corridors made up of several buildings and numerous clinics, inpatient services, and departments. The hospital has information desks and kiosks as well as maps of the facility to orient English-speaking patients through the hospital.

For non-English-speaking patients, often unfamiliar with western healthcare facilities, navigating through this system can feel like an insurmountable challenge. In order to facilitate access and orientation in the facility for these patients, Tufts Medical Center Interpreter Services has developed, in the main languages of the hospital, a brochure that contains:

- A translated map of the hospital
- A statement concerning patients' right to have an interpreter anywhere in the hospital, free of charge
- The Massachusetts Patient's Bill of Rights
- Information concerning the importance of having a primary care physician

### **2. Patient-Staff Communication Aids**

Tufts Medical Center Interpreter Services has developed a patient-staff communication aid booklet to help patients and staff exchange very simple basic information that either does not require the presence of an interpreter or can be useful while awaiting the arrival of the interpreter. The booklets are bilingual, that is, in English and in one of 10 target languages: Arabic, Bosnian/Serbo-Croatian, Chinese, Haitian-Creole, Italian, Khmer/Cambodian, Portuguese, Russian, Spanish and Vietnamese.

The booklet is entitled *While Awaiting the Arrival of the Interpreter* to avoid any confusion on its appropriate use. It is in no way intended to replace the services of a professional interpreter, but rather to communicate simple basic needs. For example,

in an inpatient setting it may help communicate “I need more blankets,” or between an outpatient and staff while awaiting the arrival of the interpreter to ask “Where is the restroom, please?”

The booklet is divided into 4 main sections:

**a. Inpatient Services**

- i. For inpatients needing to communicate basic needs, for example “Please leave my tray; I will eat later.”
- ii. For inpatient staff giving routine information to inpatients, for example “I need to take your temperature.”

**b. Outpatient Services**

- i. For outpatients making simple inquiries of clinic staff, for example “How long will I have to wait before I see the doctor?”
- ii. For outpatient staff giving routine information to outpatients, for example “Please be seated until we call your name.”

Another section of these booklets gives hospital staff detailed information on how to access an interpreter 24 hours a day.

**3. Hospital Patient telephone access lines in the languages of the patients**

Telephone access lines in the patient’s language connect patients with an interpreter who can help them schedule or cancel an appointment, request prescription refills, obtain information or help in contacting his or her providers, etc. Information about the telephone access lines is also posted in strategic places throughout the hospital.

Presently, Tufts Medical Center has the access lines in the following languages:

Chinese (Cantonese, Mandarin, Toisanese, Taiwanese, etc.)	636-5331
Haitian Creole	636-5171
Portuguese and Cape Verdean	636-5618
Russian	636-1386
Spanish	636-5618
Vietnamese	636-5765

These access telephone lines are used for routine purposes, **NOT FOR EMERGENCY USE** because they are not attended 24 hours a day; patients can leave messages or requests on a voice mail system if the interpreter is away from his or her desk. The messages are listened to periodically during the day and the interpreter will fill the patient’s request by either contacting the medical provider or clinic for things like, scheduling or canceling appointments, asking for prescription renewals or for patient questions.

## **I. Interpreter Rounding on Inpatient/Some Outpatient Floors**

### **Purpose:**

Interpreter rounding is designed to provide quick and targeted language service to inpatient and some outpatient floors during the day. Each interpreter is assigned one floor. The maximum time the interpreter can spend on the floor during their visit is 10-15 minutes. The reason for this is interpreters are booked with scheduled appointments. Any need beyond this timeframe should be directed to Interpreter Services as a separate request.

### **How we do this:**

Interpreters pick up their daily schedules and start working at 8:30am. When they have the schedules, they will have some idea of their visit time to the floor. They will do the following before the visit:

- Call the assigned floor (need to have the phone number and the person's name to call)
- Ask if there are any needs for Chinese or Vietnamese interpreting
- Arrange with the floor on the visit time
- During the visit, they will need the following information:
  - Patient's name
  - Patient's medical record number

**Note:** When the interpreter completes interpreting, please help the interpreter to document the visit in the chart: the interpreter will put an interpreter sticker in the record and document the language, interpreter name, signature and the date/time.

### **Things to avoid:**

The visit would be more productive and efficient if we could avoid the following:

- Interpreters waiting for the appointment to begin
- Providers not meeting with the patient while the interpreter is on the floor
- Keeping the interpreter longer than the timeframe allotted
- Changing the visit time unilaterally

## **VI. Medical Interpreter Code of Ethics**

### **Governing Principle:**

An interpreter will use all available knowledge, skills, and techniques to provide an accurate and understandable interpretation of all communication between the provider of medical services, the patient, and other individuals involved in the care and treatment of the patient.

**Accuracy:**

The commitment to interpreting the exact meaning of what is being said without editing, adding, or deleting anything and with an awareness of the educational, cultural, and regional variations; the commitment to mediating cultural differences or practices to health care providers and patients when appropriate.

**Unbiasedness:**

The commitment to refrain from allowing one's own personal opinions and values affect the interpretation or be provided during interpreting.

**Impartiality:**

The commitment to remain a neutral third party in an interaction, not siding with any parties or individuals involved; the commitment to refrain from interpreting for patients in instances where family, close personal, or professional relationships may affect impartiality.

**Professional development:**

The commitment to improving and expanding one's skills through attending workshops, increasing knowledge of medical terminology and vocabulary in all languages the interpreter works in, and other skill building activities.

**Discretion:**

The commitment to making sound judgments in all situations so that no individual is put in jeopardy, nor is the professional appropriateness of the interpreter questioned.

**Professionalism:**

The commitment to behaving and presenting oneself in a professional manner at all times regardless of the familiarity or unfamiliarity with individuals involved; the commitment to asking questions to clarify unfamiliar medical terms or idioms of speech without embarrassment; the commitment to admitting when you are uncertain about something and finding out its meaning.

**Confidentiality:**

The solemn promise to maintain all information and knowledge of individuals private from others not present in the immediate situation or relevant to the patient's care.

**Humanitarianism:**

The commitment to upholding humane and unprejudiced treatment between individuals; the commitment to communicating any special needs of the patient to the provider.