



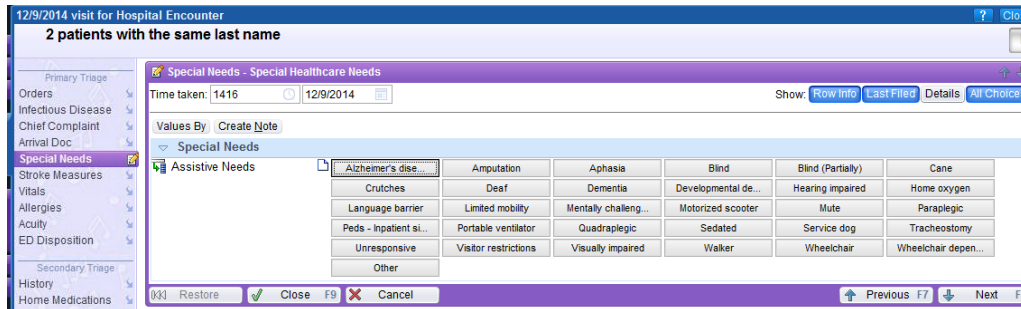
ED Special Needs Documentation

How to document a patient's special needs

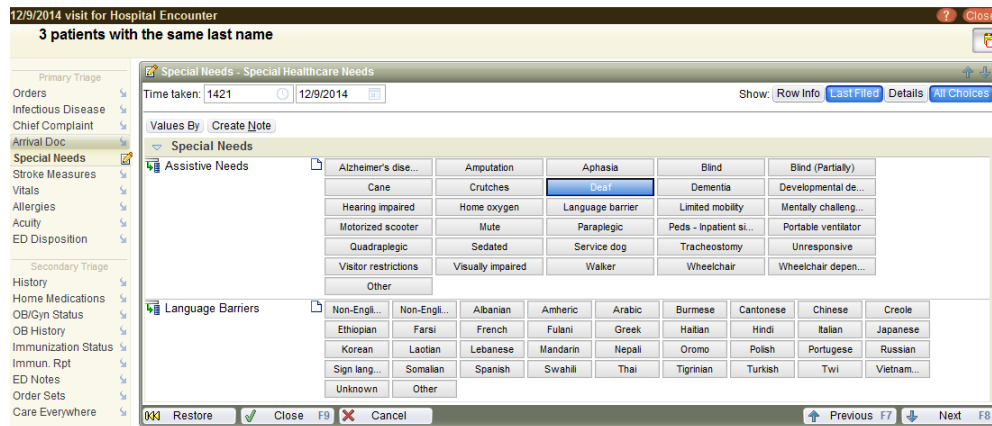
The special needs documentation will be documented in the Triage Navigator. On certain trackboard views, a special needs column will show either a downward triangle icon  if a patient has visitor restrictions or an exclamation point icon  if they have special needs but no visitor restrictions. Users can hover over the icon to discover any other documented special needs.

Try It Out

1. Open a patient's encounter and go to the **Triage Navigator**. Users will see the Special Needs section and document any Assistive needs (which is now in Alphabetical order), Language barriers, or the need for an Interpreter. Make sure the **All Choices** and **Row Info** filters are on to view all of the Special Need options.



2. Selecting Deaf, Hearing impaired or Language barrier will open the Language Barriers section.



- The Interpreter section appears once Non-English speaking **OR** Non-English reading is selected. Please note that Nepali has been added to the list of Language Barriers. The Interpreter row information will display the interpreter instructions for the specific location.

HCGH

Language Barriers	Non-Engl...	Non-Engl...	Albanian	Amheric	Arabic	Burmese	Cantonese	Chinese	EPICPROJ-63842
	Ethiopian	Farsi	French	Fulani	Greek	Haitian	Hindi	Italian	Japanese
	Korean	Laotian	Lebanese	Mandarin	Nepali	Oromo	Polish	Portugese	Russian
	Sign lang...	Somalian	Spanish	Swahili	Thai	Tigrinian	Turkish	Twi	Vietnam...
	Unknown	Other							

Interpreter

Interpreter notified | Interpreter present | Language line used | TTY phone

HCGH: -Spanish interpreter on-site at HCGH: Marita Teabo - available Monday-Friday between 8am and 4:30pm. Contact Marita via Ascom at 443-718-2222. - Johns Hopkins International Call Center is to be used for: 1. Telephonic language interpretation (immediate access) 2. On-site interpretation (On-site within 2 hours for most common languages: Spanish, Korean, Russian) Contact the Call Center at: 410-614-4685 If unable to reach the above number, call: (during business hours) 410-955-8032 If unable to reach either number, use this pager number between 12 midnight - 7a.m & on weekends: 410-283-3630 Use this Language Line number only if Johns Hopkins is unable to provide the needed services: 1-800-874-9426 (Hospital ID# 230038) - For Hearing Impaired Patients: Video Remote Interpretation (VRI), using Martti. On-site interpretive services are provided by Centralized Interpreter Referral Services (CIRS) @ 410-318-6780 (services are available 24 x 7).

SH

Interpreter

Interpreter notified | Interpreter present | Language line used | TTY phone

SH: - Hearing Impaired - Call "Vital Signs" (301-254-2542); - Spoken Language - Use Translation Telephone (CyraCom)

Restore | Close | Cancel | Previous | Next

SMH

Interpreter

Interpreter notified | Interpreter present | Language line used | TTY phone

SMH: -CyraCom phone - to access medical interpreter dial: 1-800-481-3293 (follow voice prompts)

JHH

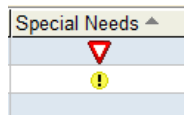
Interpreter

Interpreter notified | Interpreter present | Language line used

TTY phone | Interpreter (ASL) 4109552273 | Interpreter (ASL) after hours 4104...

International Services 4106144685

- The user roles that will display the Special Needs column include Providers, Nurses, Techs and Registration. The Trackboard views that will display the column include the **My Patients, All Patients, and My Patients + Unassigned**.



- Make sure the **Last Filed** filter is on to show the special needs documented from the last encounter.

Special Needs

Assistive Needs

Alzheimer's dise...	Amputation	Aphasia	Blind	Blind (Partially)	Cane
Crutches	Deaf	Dementia	Developmental de...	Hearing impaired	Home oxygen
Language barrier	Limited mobility	Mentally challeng...	Motorized scooter	Mute	Paraplegic
Peds - inpatient si...	Portable ventilator	Quadraplegic	Sedated	Service dog	Tracheostomy
Unresponsive	Visitor restrictions	Visually impaired	Walker	Wheelchair	Wheelchair depen...
Other					

Deaf taken today

Language Barriers

Non-Engl...	Non-Engl...	Albanian	Amheric	Arabic	Burmese	Cantonese	Chinese	Creole	Ethiopian
Farsi	French	Fulani	Greek	Haitian	Hindi	Italian	Japanese	Korean	Laotian
Lebanese	Mandarin	Nepali	Oromo	Polish	Portugese	Russian	Sign lang...	Somalian	Spanish
Swahili	Thai	Tigrinian	Turkish	Twi	TST to PRD, TST to SUP		Other		

Non-English reading taken today

Interpreter

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Interpreter notified taken today