

Language Requirements

for DNV Healthcare Accreditation



What is DNV Healthcare?

Det Norske Veritas Healthcare, Inc. (DNV Healthcare) is an accrediting agency under DNV - Business Assurance, an international risk management company. In 2008, DNV Healthcare became one of three nationally recognized hospital accrediting agencies for Centers for Medicare and Medicaid Conditions of Participation (CMS CoP) compliance, along with the Joint Commission and the American Osteopathic Association/Healthcare Facilities Accreditation Program (HFAP).




DNV

DNV Healthcare is unique from the other accrediting agencies in that its NAIHO® (National Integrated Accreditation of Healthcare Organizations) program checks for ISO 9001 Quality Management System standard compliance in addition to CMS CoP. The organization surveys hospitals, primary care providers, and specialist outpatient clinics through tracer methodology, in combination with staff and patient interviews and a review of medical records.

Why Become Accredited through DNV Healthcare

DNV Healthcare states that “Our accreditation requirements provide healthcare organizations with a clear framework for the improvement of patient safety and quality of care in a language that healthcare workers intuitively understand.” DNV Healthcare has accredited over 500 US hospitals since it was approved by CMS in 2008, and its parent company has operations in over 100 countries and has certified or accredited close to 2,000 healthcare organizations internationally.

 Contact DNV Healthcare at <https://www.dnv.us/assurance/healthcare/index.html> to learn more about their accreditation program.

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What does DNV Healthcare say about language services?

DNV Healthcare has several guidelines regarding language services. It states that hospitals and facilities must:



Comply with Section 1557 of the Affordable Care Act, which requires posted information notifying patients about their right to receive communication assistance in the top 15 local languages.



Inform the patient and/or legal representative of their rights in the language or format that the patient and/or legal representative understands, such as through written materials, signs, or interpreters.



Inform the patient and/or legal representative of all rules and regulations governing patient conduct and responsibilities during their stay in a language they can understand.



Provide information on health status in a language that the patient can understand.



Provide competent individuals to interpret as needed or provide alternative communication aids for those who are deaf, blind, or otherwise impaired, such as large-print materials, specialized programs, or interpreters.



Verify how the organization meets the needs of diverse patients.



Obtain informed written consent in a language or means of communication the patient or authorized representative understands regarding provision of medical and/or surgical care except in medical emergencies.



Notify the patient and the patient's representative of transfers or discharges and the reasons for the move in writing and in a language and manner they understand.



Communicate with the patient in a language they can understand, including minimizing the use of technical words, providing interpreters, using sign language when needed, or offering other interventions, as appropriate.

Partner with CyraCom for DNV Healthcare Compliance

CyraCom provides services and additional support to help you become DNV Healthcare compliant. We hold an ISO 9001 Quality Management System accreditation, a standard evaluated by DNV Healthcare in addition to CMS CoP.



Quality Management in Phone Interpretation, Video Remote Services, American Sign Language, and Language Assessment and Training

Interpretation Services

CyraCom makes it easy to reach a qualified and competent interpreter around the clock for hundreds of languages. Our employee interpreters are competent: they complete extensive interpreter training before taking calls. We support over 200 languages and operate 24/7/365.

We also support video interpretation for over 25 languages, including American Sign Language (ASL). CyraCom's ASL interpreters are compliant with the ADA and Section 504 of the Rehabilitation Act and maintain certification through the Registry of Interpreters for the Deaf (RID) or the Board for Evaluation of Interpreters (BEI).


CyraCom's interpretation clients also receive complimentary access to Section-1557-compliant, customizable posters with taglines in your facilities' local top 15 languages.



200+
phone interpretation languages



25+
video interpretation languages




24/7/365
available any time, anywhere

Translation & Localization Services


CyraCom can translate medical records, consent forms, and other informational documents into over 300 languages.

We provide braille transcription services that meet or exceed the standards set forth by the Braille Authority of North America (BANA) and Unified English Braille (UEB), and we can convert your organization's materials into large-print documents accessible by those with limited vision.


CyraCom also provides Section 508-compliant document remediation services. We can convert your electronic documents into a digital audio format that those with blindness or limited vision can listen to via a laptop, desktop computer, or mobile phone.



braille transcription & large print services



300+
translation languages



document remediation services



About CyraCom

In business for 25 years, CyraCom is a language services leader that provides interpretation and translation services to thousands of organizations across the US and worldwide. Providing the best language services is a complex formula, and CyraCom considers every piece of the equation: quality, availability, security, speed and accessibility, and client support.

Contact Us

Contact CyraCom today to discuss how we can improve your language services program.



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