



**THE QUEEN'S
MEDICAL CENTER**

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**THE QUEEN'S MEDICAL CENTER LAUNCHES NEW TOOLS TO
COMMUNICATE WITH PATIENTS NOT FLUENT IN ENGLISH**

*Queen's is Only Hospital in State to Utilize Upgraded Language Tools to Treat
Patients Who May Not Be Able to Speak English*

HONOLULU - The Queen's Medical Center (Queen's) has upgraded its language access tools to improve communication with patients who may not speak English as their primary language.

Beginning May 1, Queen's staff will utilize a new, upgraded iPad Martti, as well as language services telephones, that will make it easier for health care professionals to move throughout the hospital and still be able to communicate with patients who may not be fluent in English.

Martti stands for My Accessible Real-Time Trusted Interpreter. The iPad is a mobile, video conferencing unit designed to provide quick access to language interpretation for patients. Connectivity has been improved from previous units. Upgraded language service tools also include new corded and cordless telephones.

"It is more important now than ever to communicate clearly with our patients," said Jason Chang, Executive Vice President and Chief Operating Officer of The Queen's Health Systems. "For many of our patients, English is not their primary language. In the spirit of our Patients First initiative, we are upgrading our language access tools to promote both provider and patient safety through upgraded video and audio language interpreting."

A successful pilot was launched in February at The Queen's Medical Center on Punchbowl Street at The Queen Emma Clinic, Emergency Department, Pauahi 4 and Admitting/Registration. The pilot was also tested at The Queen's Medical Center-West Oahu at the Emergency Department and Ambulatory Surgery.

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The Queen's Medical Center (Queen's), a 501(c)(3) non-profit corporation established in 1859 by Queen Emma and King Kamehameha IV, is an acute care medical facility accredited by The Joint Commission. The facility is licensed for 575 acute beds and serves as the major tertiary and quaternary referral center for cancer, cardiovascular disease, neuroscience, orthopaedics, surgery, emergency medicine and behavioral health medicine. It is the state's designated trauma center verified as Level II by the American College of Surgeons. It has the only organ transplantation program in Hawaii. Queen's is a major teaching hospital, serving as a clinical training site for the residency programs sponsored by the John A. Burns School of Medicine at the University of Hawaii. Queen's is the only hospital in Hawaii to achieve Magnet® status – the highest institutional honor for hospital excellence – from the American Nurses Credentialing Center.