



When An Interpreter Is Needed

Telephone interpretation is a quick, confidential and effective way to communicate with your foreign language patients. It is available 24 hours a day, 7 days a week from any phone in the health system.

TELEPHONE INTERPRETATION

Call TLAN at **1-877-469-8526**. You will need to provide the following:

- ✓ The OSUMC Access Code – **678**
- ✓ Your name and the **5-Digit Cost Center**. You can find this on *OneSource* under your name. Your cost center is not charged for the call; it is used to track location and language use)
- ✓ Language needed

If TLAN is not available call the Language Line at 1-800-523-1786. Please provide the following:

- ✓ The OSUMC Account Number – 212016
- ✓ Your cost center
- ✓ Your name

Three-Way Calling

Spectra Link phones can be used for 3-way calling, or the telephone interpretation service can set up a 3-way call so that you, the interpretation service and the patient can talk on the phone simultaneously. Simply give the interpretation service the phone number to be included in the 3-way call (such as the patient's bedside phone).

ON-SITE INTERPRETATION

For on-site interpretation, between 8:00 a.m. to 4:30 p.m., Monday through Friday, contact the Interpretation Services number at **293-3369**. Calls for spoken language interpreters after 4:30 p.m. weekdays, weekends and holidays should be directed to **ASIST Translations** at **451-2027**.

Provide the following:

- ✓ Language needed
- ✓ OSUMC I.D. # **6232**
- ✓ The Ohio State University Medical Center
- ✓ Name, cost center and specific location

In the event **ASIST Translations** cannot provide the interpreter needed call:

- ✓ **US Together, Inc.** at **581-4357**
- ✓ **Community Refugee and Immigration Services (CRIS)** at **235-5259**

For **Sign Language** contact:

Reliable Interpreting at **432-2846** or
Deaf Services Center at **841-1991**

Provide the following:

- ✓ Name of patient
- ✓ Date and time of appointment
- ✓ Specific location, including floor and building

On site interpretation can be arranged with at least 4 hours notice, but 48 hours notice is preferred. Interpreters for rush appointments may not be available for 45-60 minutes due to travel time.

DO NOT ask bilingual staff to interpret for patients unless there is an emergency or life threatening situation. Bilingual staff should interpret only until a qualified interpreter arrives.

DO NOT use family members to interpret medical/clinical information for the patient. Family or friends may interpret information that is general in nature for care/needs of patients, such as, "What did you eat today?"

Using Spectra Link phone to do a three-way call in the patient room

- 1) Dial the patient's bedside phone number
- 2) Once they are on the line, press the Spectra link phone button "**FCN**" & choose option "**4**" for conference call.
- 3) Dial the Interpretation Service at **1-877-469-8526**. Once they answer, press "**Start**" and all three callers will be on the line.

Phone Interpretation Is Best Used	On Site/Video Interpretation is Best Used For Patients
- For logistical or simple to explain topics like appt. scheduling - With encounters that will last less than 20 minutes - With an urgent matter which cannot wait for an interpreter to arrive in person - When there is a long wait time, delay or downtime before or between patient encounters requiring interpretation services Examples: - Appointment reminders - Admissions, Registration - Reception Areas - Return phone triage calls - Routine Visits - Billing & Insurance matters - Pain assessments, vitals - Nursing rounds - Comfort questions - Routine Test Results - Routine Discharge Orders - Several tests with long wait times between them There is always the option of starting the encounter with phone interpretation until an interpreter arrives in person.	- Having their first appointment with a new patient - Facing complicated medical procedure - With serious diagnosis - With complicated discharge instructions - Needing consents, any legal forms, such as Living Wills, Advance Directives or health care proxies - Needing mental health services - Who will be receiving serious or bad news - Who are hard of hearing Examples: - Difficult Prognosis - Complicated discharge instructions - Intricate demos requiring visuals - Consents - Living Wills - Advance Directives Video Interpretation is preferred when there is a long wait time, delay or downtime before or between patient encounters (currently only available in limited areas)

Please make every effort not to keep an interpreter on-site for extended periods of time if he or she is not being utilized for immediate interpretation needs.