

LANGUAGE SERVICES TIP SHEET

ASK THE PATIENT: What is your preferred language? Verify preferred language by looking at “Interpreter Needed” info in Epic.

HOW TO OBTAIN Interpreter Services:

- **Phone** Interpreting: CALL 1-866-455-8165
- **Video** Remote Interpreting (VRI): machines are located on every floor of 150 Bergen and in UMDCare Clinic (F-Level) of 140 Bergen.
- If a patient or his/her representative requests an in-person interpreter call Patient Relations at ext. 2-6410.
 - If Patient Relations is closed, call the PCC at ext. 2-5677.
- Staff members/ physicians must have completed a qualification process to communicate clinical information in a language other than English.

HOW TO OBTAIN DEAF/HARD OF HEARING Interpreter Services:

- If you need to communicate now, use a Video Remote Interpreting (VRI) machine.
- VRI machines are located on every floor of 150 Bergen and in UMDCare Clinic (F-Level) of 140 Bergen
- If a Deaf patient requests an in-person interpreter, call Patient Relations at ext. 2-6410.
 - If Patient Relations is closed, call the PCC at ext. 2-5677.

DOCUMENT:

- 1- Patient’s preferred language is...
- 2- Patient requested interpreter/ Patient refused interpreter
- 3- Phone line/ VRI machine/ Employee/physician interpreter used to communicate

To call a patient who is deaf: Dial 9-7-1-1.

To call a patient who does not speak English: Dial 1-866-455-8165.

The individual you are calling will ask for the patient’s phone number and interpret for you on a 3-way call. Remember to speak naturally to the patient on the phone, and the interpreter will communicate for you.