

UNIVERSITY OF MINNESOTA	Procedure
Community-University Health Care Center (CUHCC)	
<b><u>Phone Interpretation</u></b> <b>Utilizing phone interpretation services</b>	
Effective Date:	DRAFT
Responsible CUHCC Owner:	Chief Operational and Compliance Officer
<i>If you have questions about this procedure, please contact your supervisor or a member of CUHCC's Compliance Committee.</i>	
<b>Procedure (Summary/Purpose)</b>	
<p>In order to provide interpreting services to Limited English Proficient patients, CUHCC has a cell phone available in the Interpreter Supervisor's office. If no interpreter is available either at CUHCC or through an agency, phone interpretation is a helpful option to assist LEP patients with gaining access to a trained interpreter. Phone interpretation can also be used for After-hours calls.</p>	
<b>Procedure (Full Text)</b>	
<p>Phone Interpretation is a resource to use when an in-house or agency interpreter is not available or cannot be located to assist a Limited English Proficient patient in the clinic. Phone interpretation may be used as necessary, and can be helpful for walk-ins when no interpreter is available to come to the clinic, especially for rare languages. Follow the steps below if you need to use phone interpretation for a patient.</p> <ol style="list-style-type: none"> <li>1. Contact the Interpreter Supervisor or a back-up in the Interpreter's office if available.</li> <li>2. If no one is available to help reach an interpreter, locate the cell phone from the Interpreter Supervisor's office, located below the right computer monitor.</li> <li>3. Call one of the Interpreter Agencies listed on the back of the phone, also listed below by order of best available rate: <ol style="list-style-type: none"> <li>a. Garden Assoc. 952.920.6160 (Lowest rate option, many languages)</li> <li>b. Arch Language 651.789.7897 (Low rate, not good for rare languages)</li> <li>c. Language Banc 612.588.9410 (Higher rate, many languages)</li> </ol> </li> <li>4. Give the agency the cell phone number to reach when interpreter becomes available: 952.567.1193 – <i>Be sure to carry phone to answer when rings.</i></li> <li>5. Hold down speaker button on right side of phone for 3 seconds to activate speaker phone.</li> <li>6. Return cell phone to Interpreter Supervisor's office and <b>leave patient label</b> for Interpreter Supervisor with <i>agency used</i> AND <i>estimated amount of time on phone</i> written on patient label for billing reference.</li> </ol>	
<p>For After-Hours calls with interpreters, call <b>Arch Language</b> directly as they have 24-hour staffing.</p>	

Helpful Tips for Working with an Over-the-Phone Interpreter:

- **Speak Naturally, Not Louder** – Speak at your normal pace, not slower.
- **Segments** – Speak in one or two sentences at a time. Express your whole thought if possible to help interpreter understand the meaning of what you are saying. Pause to make sure you give the interpreter time to deliver your message. Interpreters will ask you to slow down or repeat if necessary.
- **Clarifications** – If something is unclear, or if the interpreter is given a long statement, the interpreter may ask you for a complete or partial repetition of what was said, or clarify what the statement meant.

<b>Contacts</b>	
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The Compliance Committee Owner for this procedure. CUHCC posts the most updated staff directory for the contact information for all staff, including the Compliance Committee on the Intranet.

<b>Definitions</b>	
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<b>Roles and Responsibilities</b>	
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Any provider or staff member who uses phone interpretation without assistance from the Interpreter Supervisor or a CUHCC interpreter is responsible to record the call and give the patient and call information to the Interpreter Supervisor.

<b>Appendix List</b>	
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<b>History of Approval Dates</b>	
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