

It only takes a call to provide better care for our patients in the language that they understand.



INTERPRETER SERVICES

Bridging the gap
between two people

TO ACCESS AN INTERPRETER



SVMC Spanish certified interpreter list

1. Located in the intranet under employee.

HCIN Health care interpreter network/**Language Line Solutions**

1. Dial: 6018
2. Provide : Client ID 201291
3. Indicate: Language

ASL fox interpreting services

1. Dial: 559-639-3294
2. Provide: name of the hospital, name of the patient, department and any additional in information they might need.

***Document the name and ID # of the interpreter for reference.**

CERTIFIED INTERPRETER



CERTIFIED INTERPRETER SHOULD BE USE FOR ANY VITAL DOCUMENT:

1. Consent, DNR and Organ Donation Request.
2. Discharge instructions
3. Complaints
4. History, diagnosis and family conference.

WHY SHOULD WE USE A CERTIFIED INTERPRETER

1. Accuracy
2. Less stress for the patient and their family
3. Better efficiency
4. Improve patient satisfaction scores
5. Boost community reputation

Resources

<https://www.google.com/search?q=telephone+cartoon&rlz=1C1GCEUenUS909US909&oq=telephone+cartoo&aqs=chrome.0.0l2j69i57j0l5.226534j0j7&sourceid=chrome&ie=UTF-8>

<https://telelanguage.com/benefits-of-certified-medical-interpreter-in-hospitals-healthcare-facilities-clinics/>

<https://www.languageline.com/>

<https://hcinlearn.org/>