

Language Line Services (LLS)

CHAPTER 7.22

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Revised:

Submitted By:

Approved By: Chief

Purpose

This policy provides information on how to access the language interpreter service. Alachua County is very diverse. ACFR encounters patients that do not speak English. This service will assist ACFR members in treating and communicating with patients who speak other languages.

Definitions

- **Limited English Proficiency (LEP) Person:** Individuals whose primary language is not English and who have limited or no ability to speak, read, or write English.
- **Primary Language:** The language in which a person is most effectively able to communicate.
- **Interpretation:** The act of listening to a communication in one language and orally converting it to another language while retaining the same meaning.
- **Translation:** The replacement of written text from one language into an equivalent written text in another language.

Procedure

- Once a LEP patient is identified use the Language Identification Flash Cards to find out which language they speak.
- Call CCC preferably via phone (352-955-1818), but 800 MHz radio is acceptable also. Identify yourself and ask to be transferred to Language Line Services (866-874-3972) on a recorded line. There will be a brief pause then the client identification number is dialed.
- Press 1 for Spanish or press 2 for all other languages and state the name of the language needed at the prompt. If the language is unknown state "help" and you will be transferred to a representative trained to help in language identification.
- When the interpreter is connected, the interpreter will provide his or her name and unique interpreter identification number. State our agency name and provide specific instructions of what needs to be done or obtained.
- Speak directly to the patient, not the interpreter. Rather than saying "ask him if he has chest pain", state "are you having chest pain". The interpreter will relay the information and then communicate the patient's response, ensuring a smoother call flow and saving critical time.
- When the interpreter is connected, activate the speaker phone or pass the phone back and forth.

- Everything you say will be interpreted. Avoid private conversations as whatever the interpreter hears will be interpreted. Document all pertinent information and specify the language that was interpreted.
- When the call has been completed state “end of call.”