**Importance of Using Qualified Medical Interpreters**

- Ensures patient safety + quality of care - Reduces length of stay and readmission rates - Ensures accurate history - Decreases errors in communication - Reduces cost of care - It’s required by federal regulations -

**DON’T CONFUSE** you patient’s social fluency in English with ability to understand medical information.

**ASK** your patient in what language they prefer to receive health information. Preferred Language is listed in EPIC’s Patient Banner.

**INFORM** your patient of the importance of communicating through a qualified interpreter to receive health information.

**DON’T USE** family members, friends, or untrained bilingual staff to communicate with your patient as it can result in interpretation errors or omissions that compromise patient safety and have legal and financial consequences to UMMMC.

**WELCOME** family participation - but inform them that for safety reasons, UMMMC policy specifies that a professional medical interpreter must be utilized (in-person, by phone/video) to facilitate clinical communication.

**USE A QUALIFIED INTERPRETER**, it’s the patient’s right!

 Interpreter Availability: **24/7**

 For All Interpreter Services: **774-441-6793** (Option 1)

**On-Site Interpreters**

Dial extension **1-6793** (Option 1)

Provide urgency of request, type of medical encounter, provider’s name and contact information.

**Over the Phone**

Dial extension **4-9924**

Use clinical area access code for 200+ languages readily available

**Video Interpreting**

Over 17 Languages including ASL

Call Interpreter Services for information or equipment