

Translation Services

Goals

•Bridge communication gaps and reduce barriers to care

• Use short phrases, avoid jargon

Equal access to care

- Non-biased, consider cultural differences
- Without cost

•Creating an in-language experience

- Look directly at the patient, do not just speak to the interpreter.
- Allow extra time



Services at Atrium Health Floyd

Onsite Interpreting

Over-the-Phone Interpreting

Video Remote Interpreting



Onsite In-Person Interpreting

- On-site (qualified) Spanish speaking interpreters are available Monday-Friday from 7:00am-3:30pm.
 - Call the switchboard and request the interpreter to be paged.
- On Weekends, after hours, or holidays, Spanish-speaking interpreters are available by phone at extension 101-5138.

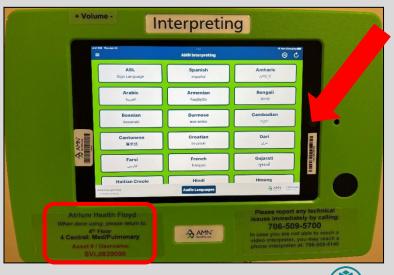
• Atrium Policy:

- A qualified interpreter must be used at all times while discussing medical care, medical conditions, and treatments.
 - Unqualified interpreters may not be used (bilingual staff without proper certifications/documentation)
 - The patient's family may be used to interpret at the patient's request, but it must be documented
 Atrium Health

Language Access



- Click the home button 2 times to turn on and unlock the device.
- Select the language that is needed by tapping the corresponding box.
- You'll be connected to an interpreter as soon as one is available (you may get a waiting screen until the interpreter joins the video call).
- Return the device to the unit listed on the bottom left.



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