



Atrium Health
Floyd

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

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.

