

INTERPRETATION & TRANSLATION SERVICES

Language Line

The Language Line is a professional medical interpretation company contracted by Alberta Health Services to access language interpretation over the phone or video conferencing. Interpretation is provided in 240 languages and is available on demand, 24/7 with no appointment needed.

HOW DO I USE LANGUAGE LINE?

Conference Call

If your patient is at home, you can have the interpreter set up a three-way call.

- Make sure the patient is expecting a phone call
- Have your client's name and telephone number ready.

In Person

If the patient is in front of you, call the interpreter on a phone with a speaker function.

Video Conference

- **Skype:** Set up your Skype call as you would normally do. Then click on the Invite More People Button shown here. Enter the Language Line number.
- **Zoom:** It is possible to connect with Zoom if you are using a professional license for Zoom and you have a hosted account. In order to connect with Zoom, you will require a separate number: if you would like to access this option, please contact translation.services@ahs.ca.
- **Other:** Install the *LanguageLine App* on your device to quickly connect to professional interpreters anytime. Complete a one-time activation of your device. The authentication code for ESPCN is **JDWJ9HJHWB** and device name is **ESPCN**.

1. Dial **1-833-593-0625**
2. **Client ID: 219503**
3. Choose language:
Press 1 for Arabic
Press 2 for everything else,
Then specify the language needed.
4. Enter access code
ESPCN Staff: **1157#**
ESPCN Member Physicians: **1178#**
5. Stay on the line until the operator connects you to a trained interpreter. This will be within three minutes, although average connect time is under 30 seconds.

- When the speaker joins the call, they will introduce themselves. Please write down the interpreter number in the patient file to show that you have provided professional medical interpretation.
- Ask the interpreter to introduce you and themselves to your client and give the interpreter the first question or statement.
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- Indicate "**End of Call**" to the interpreter when the call is completed.

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OPTIMIZING YOUR EXPERIENCE

- **Speak directly to the patient**, not the interpreter, pausing at the end of a complete thought. To ensure accuracy, your interpreter may ask for clarification or repetition. Avoid healthcare jargon and try to explain specialized terms or concepts as simple as possible.
- **Take a 10 minute break if the call will exceed 1 hour.** Take more breaks if necessary or consider breaking the call into multiple appointments.
- **Service Charge:** ESPCN is covering the cost for all ESPCN staff and member physicians. Please keep the Client ID and Access codes confidential.
- **Unknown Language:** If you do not know which language to request, press "2" when prompted for the language and say "HELP". A customer service representative will come on the line.
- **Line quality problems:** Explain the problem and ask the interpreter if they're having similar problems and if they can check for sound quality. If you have problems before reaching a representative, press "0" to be transferred.
- **Working with an interpreter:** Give the interpreter specific questions or statements to relay. Group your thoughts or questions to help conversation flow quickly and speak in short sound bites of a sentence or two.
- **Interruptions:** The interpreter will remain on hold on the line for up to thirty minutes.
- **Length of call:** Expect interpreted comments to run longer than English phrases. Interpreters convey meaning-for-meaning, not word-for word. Concepts familiar to English speakers often require explanation or elaboration in other languages and cultures.
- **Compliments or complaints:** Notify ESPCN Clinical Director at kacey.keyko@espcn.ca. Include the date, time, language and number of the interpreter and the nature of the problem or compliment.