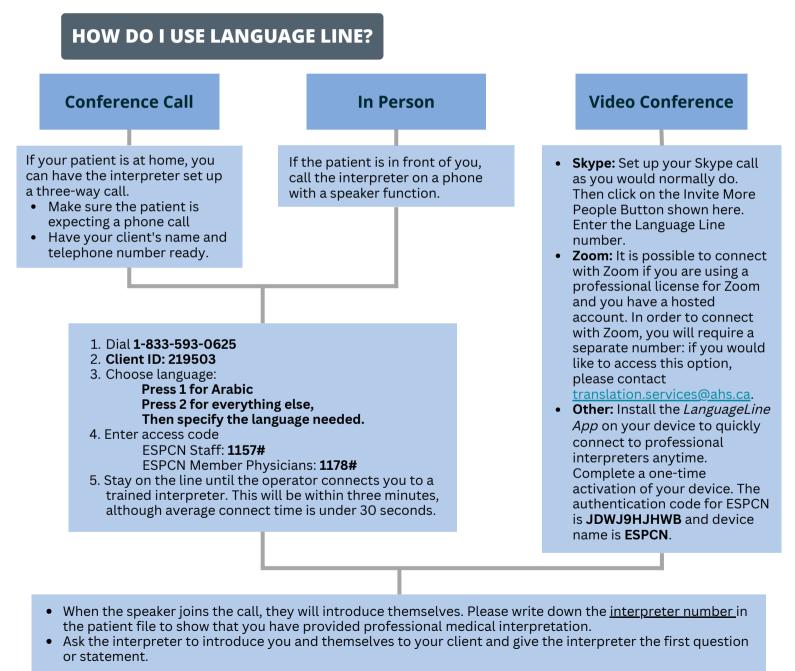




INTERPRETATION & TRANSLATION SERVICES Language Line

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.



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 <u>kacey.keyko@espcn.ca</u>. Include the date, time, language and number of the interpreter and the nature of the problem or compliment.



