

Interpreter Services Program

What is the Interpreter Services program?

According to **Title VI of the Civil Rights Act of 1964**, it is the health care practitioner's legal and financial responsibility to establish meaningful communication with their patients. Medical providers registered in the Health Care Authority's (HCA) ProviderOne system may receive interpreter services support at no cost **only** if a client is eligible for Medicaid-covered services at the time of the appointment. **A medical interpreter is a skilled professional** - bound by a code of ethics - who facilitates provider-patient communication. Interpreters are independent contractors covered by a union contract between the State of Washington and WFSE/AFSCME Council 28. Visit www.ofm.wa.gov/labor/agreements/ to read this full agreement.

How do I schedule an interpreter?

HCA contracts with CTS LanguageLink to schedule interpreters. Scheduling is done through an online portal, with a portion dedicated to HCA, that interpreters also use to accept available appointments. Visit <http://hca.ctslanguagelink.com/> to create an account and schedule an interpreter. Call 1-800-535-7358 if you have additional questions. Interpretation can be provided through the following modalities (where available): on-site, over the telephone, and video remote interpretation (VRI). To learn more about selecting the appropriate modality for your interpreting needs, visit <http://www.hca.wa.gov/medicaid/interpreterservices/Pages/provider.aspx>.

Resources

National Standards on Culturally and Linguistically Appropriate Services (CLAS)

www.thinkculturalhealth.hhs.gov/Content/clas.asp

WA Department of Social and Health Services Language Interpreter and Translator Code of Professional Conduct

www.dshs.wa.gov/ltc/ethics.shtml

International Medical Interpreters Association (IMIA) on Working with Medical Interpreters

www.imiaweb.org/uploads/pages/380_5.pdf

Limited English Proficiency (LEP) Federal Interagency Website

www.lep.gov/

CTS LanguageLink Provider Frequently Asked Questions

hca.ctslanguagelink.com/faq_Provider.php



How to work with an interpreter

- During the visit, **look and speak directly to the patient**, not the interpreter. Sit where the Interpreter can see both you and the patient.
- **Please wait for the interpreter** you requested before starting the appointment, unless they are late.
- **Always speak in first person**, just as you would in normal conversation. For example, say, "Do you have a fever?" rather than "Ask her if she has a fever, please."
- After you speak 1-2 sentences or finish a thought, **pause** to give the interpreter enough time to interpret.
- Some terminology and concepts may not have an equivalent in the target language. **Be prepared to explain some things in more detail** for the interpreter, or that the interpreter may ask for clarification. If they do, they will refer to themselves as "the interpreter."
- Avoid asking the interpreter for his/her opinion about the situation being interpreted, or having conversations with the Interpreter on the side. **All conversations will be interpreted** so do not make comments to the interpreter that you don't want the patient to hear.
- **Expect the interpreter to leave the room when a provider is not present.**
- If you have a long form that is not translated already, you should **state what is on the form** so that the interpreter may interpret your explanation for the client/patient.
- The interpreter **may use a dictionary** or take notes.

For additional tips visit www.ctslanguagelink.com/onsite_tips.php