



Winnipeg Regional Health Authority **Office régional de la santé de Winnipeg**
Caring for Health *À l'écoute de notre santé*

**WRHA Language Access
Interpreter Services**
languageaccess@wrha.mb.ca

QUICK REFERENCE GUIDE for Over-the-phone Interpreter Services



To reduce risks associated with language barriers and working with untrained interpreters (family members, friends, visitors, staff, or volunteers), WRHA Language Access employs face-to-face qualified interpreters who provide services in a variety of languages. However, it is impossible to provide an in-person interpreter for every situation. In order to deliver a more complete range of services, we have contracted with *MCIS Language Solutions* to provide over-the-phone interpretation when a WRHA Language Access qualified interpreter is unavailable.

You have been authorized to call MCIS Language Solutions. When you are ready to be connected to the interpreter follow the steps below:

1. DIAL **1-888-990-9014** and PRESS 2.

You will be asked to:

- a. Press 1 for Spanish
- b. Press 2 for all other languages (or to speak to an operator)
- c. If you wish to make a 3rd party call, press option 2 and ask the Customer Service Associate to make the 3-way connection on your behalf.

A Customer Service Associate will prompt you for the following information:

- d. Client ID: **6250**
- e. Name of Requestor:
- f. Authorization Code: _____ (see attached LAIS Confirmation form)
- g. Language needed: _____

An interpreter will be connected to the call. If you have any issues being connected to an interpreter or the sound quality is poor ask to be transferred to Customer Service. If *MCIS Language Solutions* is unable to connect you with an interpreter right away, try again in a few minutes, after your initial call – sometimes an interpreter becomes available.

2. **BRIEF THE INTERPRETER:** Summarize what you wish to accomplish and give special instructions as applicable.
3. **DURING THE INTERPRETATION:** Speak directly to the patient/client. Use a few short sentences at a time. Avoid complicated terms and technical jargon. Be aware that the interpreter may intervene for clarification to ensure accuracy of their interpreted message.
4. **AT THE CONCLUSION OF THE APPOINTMENT:** End the call and document in the patient/client record the encounter details including the interpreter's ID number/name/language.