

BENEFIT NEWS

Highlighting the benefit, importance and availability of certified and qualified interpreters for your patients

May 2018

Any WVCH patient with Limited English Proficiency (LEP) has the right to interpreter services at no cost to the provider (or patient).

We have contracts with 10 different Interpreter Service providers to ensure you can access a certified interpreter for your WVCH LEP patients for any OHP covered service. An OHP covered service is a service that funds and pairs on the prioritized list of services, such as an office visit.

Professional vs. Ad hoc interpreters

Trained, certified interpreters facilitate timely and accurate communication between patients and providers. This improves health outcomes and prevents errors

Ad hoc interpreters include family members, or nurses, social workers and other office staff who have not completed interpreter training or received certification.

Use of *Ad hoc* interpreters may compromise confidentiality, and lead to communication errors.

- **Patients with family members acting as interpreters may omit essential information due to embarrassment.**
- **Medication directions are more likely to be translated erroneously by untrained or un-certified interpreters.**

“Interpreter services help me communicate accurately and effectively with my patients to help improve health outcomes and allow for an efficient use of appointment time.”

- WVCH Provider

Preferred Language Cards

Preferred Language Card Templates create business-size cards in Oregon's most frequently used languages that people with limited English proficiency (LEP) can carry in their wallets and show to their health care providers.

Keep this card as part of their medical record so you can be prepared with an interpreter for every clinical encounter.

For more information or to obtain a card visit the hyperlink:
[The Office of Equity and Inclusion](#)

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Contracted Interpreter Vendors

A current list of providers can be found on our website:

<http://wvhealth.org/cactus-provider-search/>

Anderson Interpreting Services

www.andersoninterpreting.org

- American Sign Language (ASL) only
- 503-932-8460
- Onsite/Video

Global Interpreters USA

<http://globalinterpretersusa.com>

- Various spoken languages
- 503-409-2559
- Phone/Onsite

Guerra/Guerra Interpretations

- Various spoken languages
- 503-851-4130
- Onsite services available

Lavo Translations

www.LaVotranslations.com

- Various spoken languages, ASL
- 503-477-7907
- Phone/Onsite

Linguava Interpreters

www.linguava.com

- Various spoken languages, ASL
- 503-265-8515
- Phone/Onsite/Video

Oregon Certified Interpreter's Network

<http://oregoncertified.com/>

- Various
- 503-213-3191
- Onsite

Passport to Languages

www.passporttolanguages.com

- Various spoken languages, ASL
- 1-800-297-2707
- Phone/Onsite/Video

Professional Interpreters

www.professionalinterpretersor.com

- Various spoken languages, ASL
- 971-304-7330
- Onsite

Telelanguage

www.telelanguage.com

- Various spoken languages and ASL
- 503-535-2151
- Phone/Onsite

Willamette Sign Language IS

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- American Sign Language (ASL)
- wslisinc@gmail.com
- Onsite