

Interpreter Services

At VMG, we use Language Service Associates (LSA) for our interpreter needs.

Any patient who would benefit from an interpreter should have a note added to the yellow alert in the Athena banner so anyone in the chart will be aware of this need.



Needs Russian interpreter

Interpreters can be accessed for phone calls or during office visits.

AUDIO: To access audio interpretation, follow these directions which should be posted above all exam room phones and can be kept at all staff desks for easy reference:

Accessing LSA interpreters by Phone

CALL 866-406-0021

- When prompted, enter VMG's 4-digit code: 7810#
- **For an office visit:**
 - Press 1 for Spanish, 2 for Mandarin, 3 for Cantonese, 4 for Arabic, 5 for Vietnamese, 6 for Haitian-Creole, 7 for Russian, 8 for French, and 9 for all languages
- **For a 3rd party call to a patient at home:**
 - Press 9 for the operator (choosing a specific language for 3rd party calls slows the process)
- When greeted, request the language needed and state if the patient is in the office or at home
- Give your VMG center, your name, patient's name; give patient's phone number if at home
- You will be placed on hold while you are connected to your interpreter
- Once the interpreter is on, explain the reason for the call. Example: I'm calling to schedule an appt
I'm calling with lab results, I'm calling for a wellness appt
- You will be placed on hold if the interpreter needs to call the patient. You will then be patched into the call
- Speak directly to the patient. Example "How are you feeling?" NOT "Ask her how she is feeling"
- Leave time for the interpretation in both directions
- Thank the interpreter, let them know you are done, hang up

Often, during a visit, a non-English speaking patient may have a family member or friend with them to interpret. Thank them for being present but encourage them to accept the medically trained, HIPPA-compliant interpreter for which there is never any cost to the patient. The LSA staff will interpret verbatim so we can be assured that the communication between us and the patient is complete; often friends and family pick and choose what to share. We cannot mandate use of interpreters.

An interpreter can also be added to a call coming in from a patient:

With the patient on the line,

1. Select “Conference” on your phone screen—depending on which phone model you have, you may need to hit the down arrow to see it
2. Then call LSA (as above) and request your interpreter.
3. Once connected, push “conference” again and you will all be on the call.

VIDEO: LSA also has 15 languages available for video which can be accessed on the designated iPads by clicking on the camera icon for the needed language. Place the iPad on the wheeling stand; these are height adjustable. It’s very important when accessing ASL that the patient and the interpreter be able to see each other’s hands. This screen can also be accessed on your computer in Quick Links.

Interpreter - Video For Office Visits



NOTES: If an interpreter is present during an office visit or a substantive phone call, document this in the encounter or the patient case, e.g. “Spanish interpreter present for visit”.

If you experience an unprofessional or unsatisfactory call with an interpreter, please report center, date/time and language to Stephanie Pick, who is the liaison to LSA, at stephaniepick@vmgma.com.