

Instructions for Calling Limited English Speaking Patient At Home

Step	Instruction
1. Determine the language spoken by patient.	Look for notes on patient's file or on referral documentation.
2. Write a short message to leave for patient IF they are unavailable or if a voicemail is reached (if desired or required).	Interpreter will ask for a message, before dialing out to patient.
3. Dial language interpreter.	<p>Dial Language Line Telephone Interpreting Language Line Phone (4 Zones):</p> <ul style="list-style-type: none"> • Northern Zone: 1-866-874-3972, Client ID: 262662 • Eastern Zone: 1-866-874-3972, Client ID: 262658 • Western Zone: 1-866-874-3972, Client ID: 562009 • Central Zone: 1-888-898-4524, Client ID: 562004 <p>Ask for desired Language (i.e Arabic, French, etc.).</p> <p>You may be placed on a short hold as dispatch locates an interpreter.</p> <p>Stay on the line.</p>
4. Provide requested information to interpreter.	<p>Provide the following:</p> <ul style="list-style-type: none"> - Zone: (e.g.) Central, Western, Eastern, Northern. - Department/or Site: (e.g.) Cardiology, Orthopedics, Nutrition, etc. - Cost Centre: 4000** - Nature of Appointment: (e.g.) In-patient care, Patient Education, Pre-Op Surgery, etc.
5. Explain to interpreter that you are calling patient at home.	<p>Provide the patient's home number to the interpreter.</p> <p>Relay desired message for interpreter to leave if patient's voicemail is reached.</p>

<p>6. Interpreter calls patient.</p>	<p>You will be placed on hold while the interpreter attempts to contact patient. Stay on the line.</p> <p>If patient answers: Interpreter explains to patient (in their language), the purpose of the call.</p> <p>Interpreter takes you off hold and creates a 3-way call.</p> <p>Interpreter invites you to begin the conversation and they interpret in the patient's language.</p>
<p>7. If patient is not available</p>	<p>If patient is not available, interpreter will leave message that you provided in patient's own language.</p>
<p>8. Asking patient to call back</p>	<p>Interpreter can ask patient to call you back in your clinic/office by giving them the number and asking them to simply state their name and that you will return their call with an interpreter on the line.</p>
<p>9. Calling back patient</p>	<p>Repeat Steps xx-xx.</p>
<p>10. For further assistance.</p>	<p>Contact Nicole Holland, Interpretation and Language Services Coordinator 902-473-1909 or 902-219-2551 (cell) nicole.holland@nshealth.ca</p>