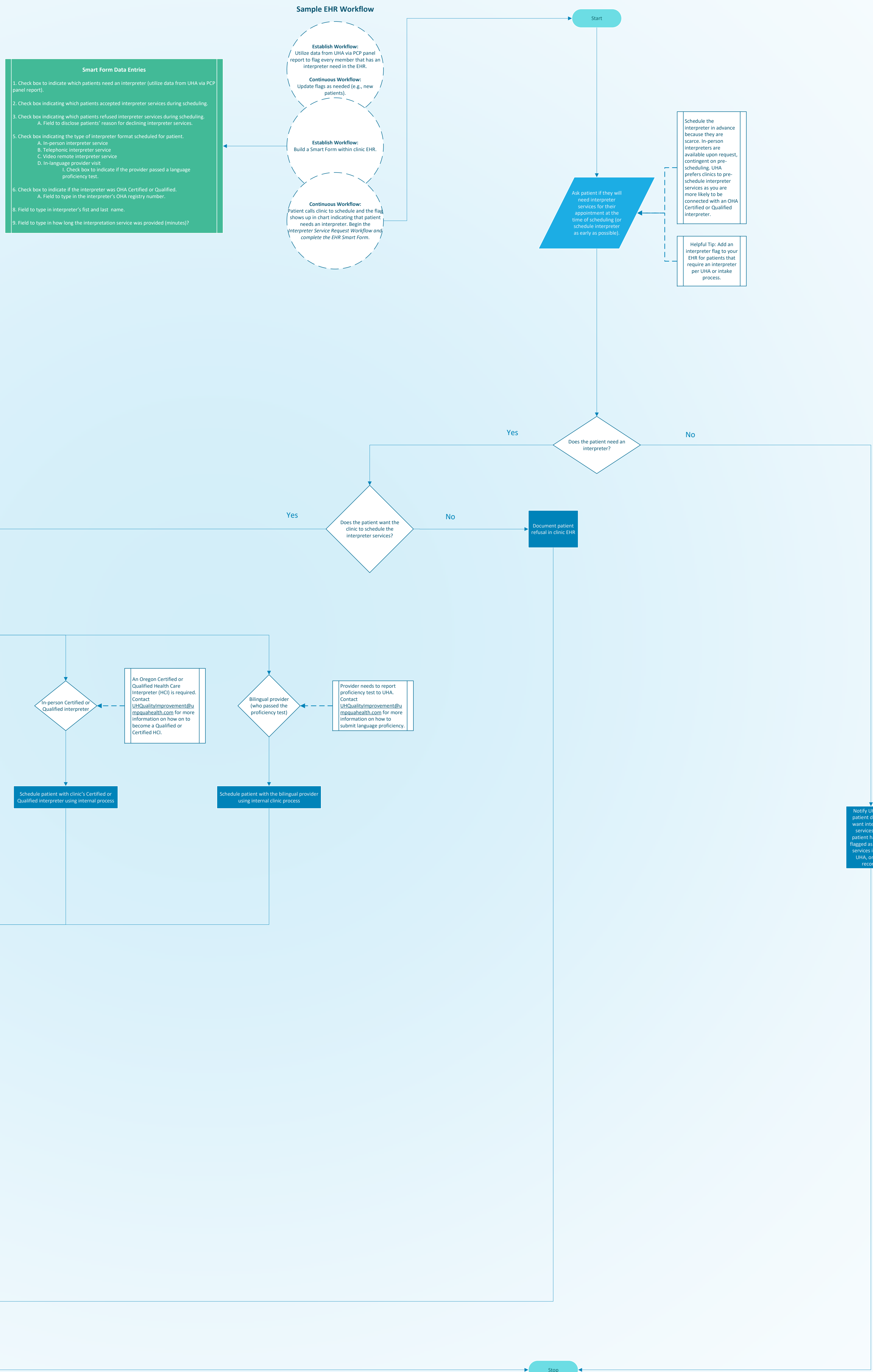


# Interpreter Services Request Workflow

Contact UHA Customer Care for assistance with scheduling interpreter services:

Office: 3031 NE Stephens St., Roseburg OR 97470  
 Monday-Friday, 8 am to 5 pm  
 Phone: 541-229-4842  
 TTY: 541-440-6304 | Toll Free: 866-672-1551  
<https://www.umpquahealth.com/uha-customer-care/>

Before Visit



During Visit

After Visit

Provide interpreters with as much information as possible in advance, such as any relevant documents, diagnoses, background information, or any concerns that may impact the flow of communication such as emotionally charged news.

Further instruction on requesting interpreter services can be found on pages 17-18 of the UHA Language Access Plan.

UHA recommends establishing a service agreement with Lingua to schedule directly with the vendor. To set up a service agreement with Lingua follow these steps:

- Contact Lingua at 503-255-8515 or sales@lingua.com.
- Advise Lingua that you need to set up a service agreement.
- There are no administrative fees associated with setting up a service agreement and all interpreter services for UHA members will continue to be billed to UHA.
- Lingua can provide you with a list of payers that will cover the cost of interpreter services.

Contact UHA Customer Care at 541-229-4842 or UHACustomerCare@umpquahealth.com to schedule a Listening Device Tablet for ASL patients.

**Helpful tips for using an interpreter:**

- Start with an introduction of all parties and state your role in the session
- Explain any changes to planned activities or information
- Speak to the patient and not the interpreter
- Keep eye contact with patient when possible
- Speak about one topic at a time and in short ideas to allow the HCI to complete interpretation before starting another sentence
- Do not engage in conversations as this complicates the interpreter's role as they must interpret them also
- Be aware that the interpreter may bring your attention to any culturally sensitive information

**Data to collect:**

What format was used?  
 A. In-person interpreter service  
 B. Telephonic interpreter service  
 C. Video remote interpreter service  
 D. In-language visit

Was the interpreter OHA Certified or Qualified? If so, what is the interpreter's OHA registry number?  
 If clin had an in-language provider, did the provider pass a proficiency test?  
 Did the member refuse interpreter services?

Notify UHA that patient does not want interpreter services if the patient has been flagged as needing services in clinic, UHA, or State records.