

How Do I Schedule Interpreter Services?

This document outlines options for scheduling interpreter services with a Qualified or Certified Health Care Interpreter (HCI) for UHA members as required by Oregon Administrative Rule (OAR) 950-050. UHA strongly advises pre-scheduling interpreter services to ensure the availability of an Oregon Qualified or Certified interpreter. In-person interpreters are available upon request, contingent on pre-scheduling.

Interpreter Service Vendor

- Schedule interpreter services with a contracted UHA vendor to have services seamlessly billed and reported to UHA.
 - **Linguava** (Spoken Language & Sign Language)
 - Contact Linguava at (503) 265-8515 or sales@linguava.com to set up a service agreement to begin scheduling directly with the vendor.
 - Contact UHA Customer Care at (541) 229-4842 or UHCustomerCare@umpquahealth.com to schedule services with the vendor through UHA.
 1. You will need to provide the following information:
 - a. Patient's full name
 - b. Patient's DOB
 - **Oregon Certified Interpreter's Network** (Spoken Language)
 - Contact OCIN by email at scheduler@oregoncertified.com or phone at (503) 213-3191 opt 1.
 - **All Hands** (Sign Language)
 - Contact All Hands by phone at (541) 729-7111 to schedule services.

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

HCI Registry

- Schedule interpreter services directly with an Oregon Qualified or Certified interpreter from the registry.
 - Click [here](#) to search the registry.

In-Language Visit

- Schedule a patient for an in-language visit with a bilingual provider at your clinic.
 - Submit provider's proof of language proficiency to UHA before conducting in-language visits.
 - Click [here](#) for instructions on how to submit language proficiency.

Contracted Certified Spanish Health Care Interpreter

- Schedule in-person Spanish interpreter services with Ana Garcia to have services seamlessly billed and reported to UHA.
 - Contact Ana at (541) 537-2553 or anavazquez1980@gmail.com to schedule interpreter services.