

# 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](mailto:sales@linguava.com) to set up a service agreement to begin scheduling directly with the vendor.
  - **Oregon Certified Interpreter's Network** (Spoken & Lesser Diffusion Language)
    - Contact OCIN by email at [carlos@oregoncertified.com](mailto:carlos@oregoncertified.com) to set up a free profile and schedule directly with the vendor.
  - **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](mailto:UHCustomerCare@umpquahealth.com) to schedule services with a vendor through UHA.
  - You will need to provide the following information:
    - Patient's full name
    - Patient's DOB

Contact UHA Customer Care at  
(541) 229-4842 or  
[UHCustomerCare@umpquahealth.com](mailto: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](mailto:anavazquez1980@gmail.com) to schedule interpreter services.