

Interpretation Resources at HHS/SJHH

1B

HAMILTON GENERAL HOSPITAL WARDS

- Call 1-888-278-8007
- Press 1 for RIO Language Line
- Enter Client ID for the ward
 - ex. 8S: 252667
 - Contact the ward social worker or charge nurse for the code



1A

HAMILTON GENERAL HOSPITAL ED

- Interpretation tablets located behind business clerk's desk



2B

JURAVINSKI HOSPITAL WARDS

- Interpretation tablets in medication rooms
- Contact the patient's social worker 48 hours in advance to set up the language line

2A

JURAVINSKI HOSPITAL ED

- Interpretation tablets located between IC and MC

3B

ST JOSEPH'S HOSPITAL WARDS

- Call 1-800-305-9673
 - Account Number: 3778
 - Code 4MG: 22991
 - Code 4BD: 73267
 - Code 5MG: 55128
- Contact the ward social worker to book an in person interpreter



3A

ST JOSEPH'S HOSPITAL ED

- Call 1-800-305-9673
 - Account Number: 3778
 - Code: 57858
- For in person interpreter contact the ED social worker

PATIENT - PROVIDER
LANGUAGE
DISCORDANCE:

Tips on Communication



01

USE AN INTERPRETOR

- Avoid using gestures or Google Translate when possible
- NEVER skip the patient history with the patient

02

ADVOCATE

- Remind other members of the care team that communicating with language concordance is the standard of care

03

SPEAK TO THE PATIENT

- Remember to speak to the patient and not the interpreter

04

HIGH STAKES CONVERSATIONS

- Sensitive conversations such as goals of care conversations should include a professional interpreter



05

CONSIDER THE PATIENTS FAMILY AND FRIENDS

- It can be reasonable to use family or friends to help interpret in some situations
- However, consider the downfalls:
 - Lack of professional training or comfort
 - Conflicting agendas
 - Can be burdensome to them



06

DISCHARGE INSTRUCTIONS

- Print discharge instructions in various languages on EPIC
- Use an interpreter to explain discharge instructions