SUBJECT: **AT&T LANGUAGE LINE SERVICES**

POLICY:
Hazel Hawkins Memorial Hospital (HHH) subscribes to the AT&T Language Line to provide telephone availability for translating for patients and visitors when a qualified interpreter is unavailable to the District.

SUPPORTIVE DATA:
Resource materials are available in the Nursing Office.
Access telephone numbers:
> 1-800-874-9426
> For Emergencies: 1-800-523-1786
> ID/Access Code for HHH: 201320

Follow the guidelines below when accessing the AT&T language line:

1. Be specific with the information you provide to the language line.
2. Let the interpreter know as much as you believe is pertinent about this particular call.
3. Don't assume the interpreter or non-English speaker knows more about this particular call than what you have just told them.

> AT&T Language Line Services:
> a. Take the lead; interpreters repeat what you say.
> b. Brief the interpreter about the purpose of the call.
> c. Have the interpreter brief the non-English speaker.

PROCEDURE:
Follow the attached guidelines for:
> a. A typical dialogue with the answer point.
> b. Working with an interpreter.

PATIENT TEACHING:
Explain what you are doing to any patient of family member who speaks your language.

DOCUMENTION:
Document in the patient's medical record what was communicated by you to the Language Line. Notify your manager and/or Risk Management in writing of any problems encountered with the Language Line.

REFERENCES:
HHH Interpreter Policy.

ATTACHMENT:
AT&T TYPICAL Dialogue Sheet

A Typical Dialogue with the Answer Point / AT&T Language Line

Routine Phone Number: 1-800-874-9426

Emergency Phone Number: 1-800-523-1786

Answer Point:	*Language, Please*
YOU:	_____ *(State the language you need)*
Answer Point:	*Your Client ID, Please*
YOU:	201320
Answer Point:	*What is your organization name, please*
YOU:	Hazel Hawkins Memorial Hospital *(name of hospital or health care agency you represent).* Serves to verify Client ID was correctly entered
Answer Point:	*What is your personal code?*
YOU:	_____ *(Tell them your first and last name)* Language Line accepts what you say, there is no second level of verification.
Answer Point:	*Hold please, while I connect you to an interpreter.* *Two (2) distinct messages: Routine and Emergency* *Go ahead, please. Interpreter # ____ is on the line*

Call charges begin when the interpreter comes on-line.