



Joint Commission Webinar Series Interpreter Services and Tracer Findings Q&A

Question: Are the MGH Language Cards mailed out during the registration process?

Answer: Language cards are provided by Interpreter Services. They are currently not sent to patients by mail, after registration. Thank you for the suggestion. A screenshot of the card is included in the wrap-up documents.

Question: How do we go about having a staff member to undergo the Qualified Bilingual Staff assessment?

Answer: Contact Christopher Kirwan at Interpreter Services for an assessment to be scheduled. The assessment is conducted in two parts, a self-assessment and oral assessment.

Question: Are these services for deaf patients available at off-site practice patients?

Answer: Yes. There are various options for off-site practices to provide ASL translation. Practices can also request access the list of a pool of ASL interpreters through Bulfinch Temps (contact Susan Horan). If you need additional assistance, please contact Interpreter Services.

Question: We have patients that want to bring their own interpreter because we don't always have an in person available. Is this okay?

Answer: While we are required to provide patients with a qualified interpreter, there are times when they prefer to bring a family member or other individual to interpret for them. This is usually discouraged, however, if they insist, practice staff can contact interpreter services to obtain a waiver form which will be explained to the patient in his or her own language to explain the risks of not using an interpreter or QBS during the visit. Often once a patient understands the information being provided, they opt to use an interpreter by phone or video.