



**MEDICAL
INTERPRETER SERVICES**

- 1. PATIENTS HAVE THE RIGHT TO A MEDICAL INTERPRETER FREE OF CHARGE 24/7**
2. You will know if a patient needs an interpreter by the storyboard (banner) in Epic; the patient's preferred language is indicated there and the question **Needs Interpreter** says "Yes".
3. You can access MGH interpreters in-person, over the phone and by video by calling 6-6966 (617-726-6966) to schedule an interpreter and calling 3-3344 (617-643-3344) to directly access an interpreter 24/7.
4. Schedule interpreters in advance either in Epic or by calling an Interpreter Services Coordinator at 6-6966; when the patient is ready to be seen by the provider call Interpreter Services (6-6966) for an ETA.
5. Only professional medical interpreters (in person, by phone or video) should be interpreting; putting a non-interpreter into such a situation is outside of the scope of their practice/role.
6. Family members and friends are strongly discouraged from interpreting for patients; however, a patient does have the right to refuse a hospital interpreter. In such a case the patient should sign the Waiver to Medical Interpreter form.
7. It is against the law for a minor to interpret for a patient or parent except in the case of an extreme emergency
8. Don't assume that a patient who can check in on their own will not need an interpreter for the medical visit
9. Never ask a patient to bring their own interpreter - that's a violation of the law
10. Contact Susan Muller-Hershon to determine appropriate services for Deaf patients SMULLER-HERSHON@PARTNERS.ORG or call Interpreter Services (6-6966) during regular business hours