

Schedule a no-cost interpreting appointment

IHN-CCO pays for qualified and certified interpreters for our members. Use one of the approved vendors listed below.

Their services are available:

- By phone, video or in person.
- For appointments, immediate care, appointment reminders or follow-up calls, test results or other support services.
- 24 hours a day, seven days a week.
- In many languages, including American Sign Language and Indigenous.

Contact an approved vendor to schedule an interpreter.

You may need to set up an account, password or PIN to begin services.

Approved vendors:

Passport to Languages Inc.

Online: passporttolanguages.com
Email: info@passporttolanguages.com
Phone: **800-297-2707**
Fax: 503-297-1703

Linguava Interpreters

Online: linguava.com
Email: scheduling@linguava.com
New clients: sales@linguava.com
Phone: **800-716-1777**
Fax: 503-954-1038

Tri-County Sign Language Interpreting

Online: tricontyysignlanguage.com
Email: schedule@tricontyysignlanguage.com
Phone: **503-931-3465**
Fax: 866-866-2634

Oregon Certified Interpreter's Network

Online: oregoncertified.com/new-clients
Email: scheduler@oregoncertified.com
Phone: **503-213-3191**
Fax: 971-228-2164

A few scheduling tips

- **Schedule in advance.** Please schedule at least 72 hours in advance of your patient's appointment.
- **Make sure interpreting is scheduled for the whole visit.** Your patient will likely need assistance with their appointment checkin, checkout and other conversations that may occur during their visit.
- **Provide the vendor with the following:**
 - Patient's name, preferred language(s), phone number, date of birth and Oregon Health Plan ID number (required for billing).
 - The kind of interpreting needed: phone, video, in-person appointment and whether this a scheduled or urgent need.
 - **Interpreter qualifications preference:** An Oregon Health Authority qualified and certified interpreter (see hciregistry.dhsoha.state.or.us).
 - Expected length of appointment and why the member is being seen.
 - Special member considerations: Does this member need a specific dialect, gender or interpreter? Please note: To ensure the member gets their needs met each time interpretation is requested, please repeat all pertinent details and instructions.

How to make language interpretation visits successful

Best practices for interpreted visits:

1. Use clear, simple language when explaining medical terms and conditions.
2. Make the interpreter a vital part of your care team. Meeting with the interpreter prior to your patient's appointment is recommended to ensure they have any special instructions and understand your team dynamics.
3. Notate the interpreter's name, the interpreter's OHA credentialing number and the language interpreted in the patient's chart.
4. Create a safe environment for interpreted visits through the use of CIFE.

"C" for confidentiality. Interpreters sign confidentiality agreements, but sharing this with patients at the beginning of each appointment helps build trust and establishes an environment of safety for the patient. Providers should be sure to notify clients when they may be required to report information to a third party. Also, explain to the patient why an interpreter may take notes during their appointment.

Things to remember

Members who receive interpretation in their native language have better outcomes. Making interpretation available is also the law.

InterCommunity Health Network Coordinated Care Organization is committed to providing all members with limited English proficiency with meaningful language access services.

- The Affordable Care Act (Section 1557) requires it, and as of 2021, it is an Oregon Health Authority incentive metric.
- Title VI of the Civil Rights Act directs agencies receiving federal funding to provide meaningful

Resources for providers

- Guidelines for medical providers for working with interpreters: bit.ly/co-interpretation1.
- Best practices for using over-the-phone interpretation: bit.ly/co-interpretation2.

"I" is for "I use first person." Interpreters speak in the first person. Clients and providers can exchange authentic dialogue this way, cutting down on confusion and increasing accuracy.

"F" is for flow. In a medical visit, the provider and the patient decide the content of the visit; the interpreter controls the flow of the visit. Providers should provide an opportunity for the interpreter to ask for clarification when needed or if they need the conversation to slow down. Depending on how long the interpreter has been working, they might request a break after 30 minutes.

"E" stands for everything. Everything discussed or heard during the appointment will be interpreted — side conversations with staff or others present, overhead announcements, phone calls, swear words, etc.

Zarita Araujo-Lane, president of Cross Cultural Communication Systems in Massachusetts, developed the CIFE model. Read more about CIFE and the story behind it at multco.us/global/cife-interpreters-tool.

language access free of charge to persons with limited English proficiency.

- Professional interpreting services are associated with improved clinical care. Provider/patient communication is improved, errors and patient utilization are reduced, and there are improved clinical outcomes and satisfaction for both patients and providers. Source: "Do Professional Interpreters Improve Clinical Care for Patients with Limited English Proficiency? A Systematic Review of the Literature," Health Services Research, April 2007.

- Health Care Interpreter Program resources: bit.ly/co-interpretation3.
- Visit the SHP Provider Language Services page: samhealthplans.org/Providers/Language-Services.