

# OHSU Health Services (IDS) Non-Epic Appointment Interpreter Request Form

Email completed forms to: [interpreter@ohsu.edu](mailto:interpreter@ohsu.edu)



Patient's Full Name	
MRN	
Language	
Appointment Date	
Appointment Time	
Duration (minutes)	
Location Name/Type	
Address (city, state, zip)	
Contact Name	
Contact Phone Number	
Preferences/ Additional Notes	

**OHSU Language Services Department**

[interpreter@ohsu.edu](mailto:interpreter@ohsu.edu)

503-494-2800 opt 1

Dial **503-494-8989** to access a phone Interpreter 24/7

# Scheduling Tips

- Fill out the form as soon as you know an interpreter is needed
- Ensure all the fields are filled out completely and accurately
- Attempt to request an in-person interpreter whenever possible. Working with in-person interpreters provides better clinical outcomes and an improved patient and staff experience.
- **Phone interpreters are also available 24/7 by dialing 503-494-8989**
- **Email [interpreter@ohsu.edu](mailto:interpreter@ohsu.edu) or call 503-494-2800 opt 1 immediately if there is a change to any appointment information (location, time, contact person, cancellation)**

# Best Practices for Working with an Interpreter

- Meet with the interpreter prior and give relevant context and explain goals for the session
- Speak and look directly at the patient, not the interpreter
- Keep a comfortable pace and pause after each concept to allow time for interpretation
- Know that interpreters must interpret everything being said in the encounter
- Avoid medical jargon i.e. "clean bill of health" and consider the health literacy level of the patient
- Ask patients to repeat in their own words what they have understood (teach-back method)
- Be aware of cultural differences and ask the interpreter for clarification on cultural factors

# Reminders

- OHSU provides interpretation free of charge to all patients, their families, and caregivers
- Any OHSU member and qualifying affiliates can access interpretation, written translation, and captioning services 24/7/365 through the Language Services Department
- Use professional interpreters, do not rely on family, friends, or bilingual staff members provide interpretation.
- Never use minor children to interpret

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