

Accessing a qualified professional interpreter at UCSF Medical Center

UCSF Medical Center offers several interpreting services:

- 1) Telephone Interpreting Services are available 24/7 for more than 200 languages from any UCSF phone by dialing 3-2690, selecting Option 1. You can also access telephone interpreters on the Voalté phones at Mission Bay by dialing 3-2690, Option 1 or via the quick dial option.
- 2) In-Person Interpreting Services: **DUE TO COVID19 SHELTER IN PLACE ORDERS, THIS SERVICE IS CURRENTLY LIMITED TO PATIENTS WITH COGNITIVE ISSUES OR WITH HEARING & SPEECH DISORDERS WHO DO NOT USE ASL TO COMMUNICATE.** Spanish on-call interpreters are available at Moffitt/Long and Mission Bay Hospitals 8am – 10:00pm every day. Russian and Chinese on-call interpreters are available in the hospitals from 8am – 5pm Monday – Friday. Schedule all other languages via our [CareLinks](#) Intranet site under the Communication Column “Interpreting and Translation Dept. Services”. You can also request document translations.

Video Medical Interpreting Services are currently available in all Ambulatory Clinics and In-Patient units. The languages available and instructions for use are embedded within the video interpreting app. To schedule a video interpreter or add an on-demand telephone interpreter to your [TeleHealth/Zoom](#) calls, please see our guidance documents at <https://ucsf.app.box.com/v/VideoInterpreterInstructions>.

Can't I just speak Spanish (Mandarin, Russian, etc.) directly with my patients?

Yes! UCSF offers linguistic competency certifications to our qualified bilingual clinicians. Please complete the very brief language survey sent to you during orientation even if you don't speak another language. If you need the link resent to you, please e-mail Bilingual@ucsf.edu. If you qualify for the program, but have not yet taken the oral proficiency exam, please do so as soon as possible. Once you are certified, you can simply document “Certified Bilingual Clinician” in the progress or procedure notes when speaking to a patient (see Documenting... below).

Documenting Interpreting Services:

We all know the old adage: “If it's not documented, it didn't happen.” In order to verify compliance with Joint Commission and Federal Standards we must document interpreting services for our patients who prefer non-English languages in the progress or procedure notes. Telephone and video interpreters cannot document in APeX; document interpreters by using the “.interpreter” smart phrase in APeX.

For other issues, please feel free to contact the Interpreting Services Manager Pager at 415.443.3337.