

# How Do I Schedule Interpreter Services?

This document outlines options for scheduling interpreter services with a Qualified or Certified Health Care Interpreter (HCI) for UHA members as required by Oregon Administrative Rule (OAR) 950-050. UHA strongly advises pre-scheduling interpreter services to ensure the availability of an Oregon Qualified or Certified interpreter. In-person interpreters are available upon request, contingent on pre-scheduling.

## Interpreter Service Vendor

- Schedule interpreter services with a contracted UHA vendor to have services seamlessly billed and reported to UHA.
  - **Linguava** (Spoken Language & Sign Language)
    - Contact Linguava at (503) 265-8515 or [sales@linguava.com](mailto:sales@linguava.com) to set up a service agreement to begin scheduling directly with the vendor.
    - Contact UHA Customer Care at (541) 229-4842 or [UHCustomerCare@umpquahealth.com](mailto:UHCustomerCare@umpquahealth.com) to schedule services with the vendor through UHA.
      1. You will need to provide the following information:
        - a. Patient's full name
        - b. Patient's DOB
  - **All Hands** (Sign Language)
    - Contact All Hands by phone at (541) 729-7111 to schedule services.

Contact UHA Customer Care at (541) 229-4842 or [UHCustomerCare@umpquahealth.com](mailto:UHCustomerCare@umpquahealth.com) to schedule a Listening Device Tablet for ASL patients.

## HCI Registry

- Schedule interpreter services directly with an Oregon Qualified or Certified interpreter from the registry.
  - Click [here](#) to search the registry.

## In-Language Visit

- Schedule a patient for an in-language visit with a bilingual provider at your clinic.
  - Submit provider's proof of language proficiency to UHA before conducting in-language visits.
    - Click [here](#) for instructions on how to submit language proficiency.

### Helpful Tips for Using an Interpreter

- Start with an introduction of all parties and state your role in the session
- Explain any changes to planned activities or information
- Speak to the patient and not the interpreter
- Keep eye contact with patient when possible
- Speak about one topic at a time and in short ideas to allow the HCI to complete interpretation before starting another sentence
- Do not engage in side conversations as this complicates the interpreter's role as they must interpret them also
- Be aware that the interpreter may bring your attention to any culturally sensitive information