

Interpreter Services

Arrange for an Interpreter

This is a patient right and necessary when medical information is being exchanged between patient and provider.

Spoken Languages - (other than Deaf & Hard of Hearing): page 508-727-1576, enter your ext. then #.

First, page above number to request on-site interpreter; if not available, as a bridge while waiting, or if need is immediate:

Call Language Services from any phone: 1-866-560-7907, our access code is 200591.

You will be asked for:

- the requested language,
- your name,
- campus,
- department,
- 7-digit unit # (if available).

An interpreter will be on the phone with you, in most instances, within 1-2 minutes. 2-handset phones are available or phones can be put on "hands-free" if the door can be closed for privacy.

Deaf & Hard of Hearing (auxiliary aids available): call 978-853- 4565, leave message if no answer.

First, call above number to request an on-site interpreter and to learn appropriate auxiliary aids (even if patient/companion waives interpreter services). If patient or companion, if applicable, utilizes ASL use video system, (24 hours/day) after making above telephone call.

Instructions on the use of the video system are on the cart.

At the Beverly campus, the video system is stored in the corridor behind the 3 triage rooms in the ED and can be brought to any unit/department at 85 Herrick Street. For other campuses, contact 978-853-4565 for assistance with a video system. When utilizing the video system allow up to 5 minutes for an interpreter to appear on the screen after making the call.

TTYs is available for deaf and hard of hearing patients and companion, if applicable. Located at switchboard at Beverly Campus, in Emergency Department at AGH, in EPS at BayRidge and at the greeter's desk at BH/Danvers. They can be brought to an inpatient room for patient use.

Fax requests for prescheduled appointments(24 hours in advance) to 781- 595-0643.

It is the hospital's responsibility to provide interpreters for those patients who have limited English proficiency, are non-English speaking, or for those who are deaf or hard of hearing. Staff must complete the Interpreter Services Log Form to verify interpreter services were provided. If the patient declines NHC furnished interpreter services, the patient/guardian must sign the Interpreter Services Log Form indicating this in the waiver section. If the patient/guardian has not signed the waiver, NHC interpreters must be furnished or Language Services' telephonic

interpreters must be accessed. If the designated family member or friend is unavailable at any time, Interpreter Services must be accessed.

Call **Interpreter Services** 24 hours/day at 978-853-4565 if you have difficulty obtaining an interpreter for any language, if you have questions, or need assistance.

Spoken Languages Page number **508.727.1576** to request on-site interpreter, enter your extension, and then hit #

For immediate needs, call Language Services from any phone **1.866.560.7907**; access code **200591**

Deaf & Hard of Hearing 978.853.4565

Fax requests for prescheduled appointments **781.595.0643**

Interpreter Services 24 hours/day **978.853.4565**