

# UWMC Orientation for Agency Interpreters

## Introduction

Thank you for orienting to University of Washington Medical Center. We appreciate your willingness to provide language support to our patients.

This short orientation lays out the best way to get work done at UWMC, and describes the expectations we have of Medical Interpreters working in our organization.

To get credit for having completed this orientation, please copy and paste the quiz at the end of the webpage into a Word document, complete the questions, and deliver the quiz to the agency that you will be working through. You may claim one half hour of paid time for reading the material and turning in the quiz when you submit your first voucher from UWMC. Please provide a copy of the quiz to each agency you work for, but only charge us once. Thank you.

## Navigating and Parking

UWMC cares for patients at several sites. Most patient visits are conducted at the main hospital building at 1959 NE Pacific Street and at the Roosevelt Clinic buildings on Roosevelt Way (4225 and 4245 Roosevelt Way 98105). A few visits are conducted at CHDD across the service street behind the hospital, at the Sports Medicine Clinic to the north of the stadium (3950 Montlake Ave), and at the Prosthetics Clinic (501 Eastlake Ave E, Suite 300, Seattle 98109).

Parking is not validated at UWMC. Agency interpreters are requested to use the Triangle Parking Garage across from the main entrance to the hospital, via the valet kiosk in the patient drop-off area in the entrance circle. There is a slightly discounted rate for interpreters at the moment if you park through valet, and the valet parking allows interpreters to get into the hospital quickly. Please wear your badge when parking, as there is construction going on that is putting a squeeze on parking space for patients, and garage attendants must ask all drivers to identify their purpose in parking. (No discounted rate is possible without your interpreter badge.) At Roosevelt Clinic, there is public parking for a fee under both of the buildings, as well as metered parking on surrounding streets.

The main hospital building at 1959 NE Pacific St runs east-west, parallel to Pacific St. The main hospital entrance is on the 3<sup>rd</sup> floor. There you will find many of the busiest clinics, Information Desk, Pharmacy, Lab, Gift Shop, and Admitting. Within the main hospital building, there are three main patient care areas. The Pacific Tower and Pacific elevators are at the western end, with 8 floors. The Cascade Tower and Cascade elevators are in the middle of the building, also with 8 floors. There is no interconnection

between the two towers, so it is important to take the correct elevators. The Surgery Pavilion is at the eastern end of the building, and has three floors.

Interpreter Services is on the 7<sup>th</sup> floor of the Pacific Tower, East Wing, Room ee745. Interpreters are encouraged to call Interpreter Services for directions to their appointment (598-4425), or to come by to introduce themselves.

### Interpreter Culture at UWMC

Medical Interpreters at UWMC are part of the care team. This includes interpreters from agencies. Just as with a nurse filling in from an agency, we expect agency interpreters to integrate as completely as possible with the operating environment.

The main expectation is that the interpreter assists the patient in accessing care as fully as possible. The patient's experience of UWMC goes far beyond the conversation he has with his doctor. We encourage interpreters to be cordial, to support the patient in asking questions of the care team, and to share general information about how the health care system works if asked by the patient. We expect the interpreter to do active problem-solving for the patient if he needs it, even if he only has time to call the Interpreter Services office (598-4425) on behalf of the patient so that we can take over from there.

### Specific Language across Policies

UWMC does not permit family members to act as the interpreter. The agency interpreter must NOT allow himself to be dismissed by the patient, the family, the hospital staff, or the doctor. The interpreter should stand firm. If there is confrontation, the interpreter should call Interpreter Services at 598-4425, and then proceed as directed. In some cases the interpreter will be instructed to stay in the encounter while the family member interprets, and then complete or correct any portions of the communication that were not accurate.

When a patient does not show up by five minutes after his appointment time, the interpreter is expected to ask for the patient's phone number either from the reception desk or from Interpreter Services (598-4425) and to call the patient at home. If the patient is not coming, the interpreter can assist with setting up a new appointment, and then he should call Interpreter Services (598-4425) to be assigned to other work in his language as needed. He is not to leave the premises while on paid time without clearance from the Interpreter Coordinator.

UWMC makes a strong effort to keep patients from falling out of care due to missed hand-offs within the health care system. Staff interpreters and Interpreter Coordinators stand ready to assist patients to navigate the system. The expectation of agency interpreters is that they let patients know that they can call the Interpreter office (598-4425) for assistance in making connections with any part of the organization.

## Professional Guidelines

UWMC does not permit family members to act as the interpreter. The agency interpreter must NOT allow himself to be dismissed by the patient, the family, the hospital staff, or the doctor. The interpreter should stand firm. If there is confrontation, the interpreter should call Interpreter Services at 598-4425, and then proceed as directed. In some cases the interpreter will be instructed to stay in the encounter while the family member interprets, and then complete or correct any portions of the communication that were not accurate.

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## Partnership

Agency interpreters are an important partner in our care team at UWMC. We encourage agency interpreters to consult with the Interpreter Services Department at any time to solve problems for patients, and to build a fraternal relationship with us.

## Quiz

Please email your answers to [intrpsvc@u.washington.edu](mailto:intrpsvc@u.washington.edu) or fax them to 206-598-7806.

- 1) If you were to encounter a problem in providing service to a patient while at UWMC, who would you contact to help solve the problem?
- 2) Staff interpreters and agency interpreters are held to different standards at UWMC, with respect to following infection control guidelines. True or False?
- 3) Parking is free for interpreters if they get their ticket validated. True or False?
- 4) Neither agency interpreters nor patients are welcome to stop by the Interpreter office. True or False?