

NEED AN INTERPRETER ?



If the patient speaks **SPANISH**:

- 1 Try to contact bilingual staff within the department.
If during REGULAR hours:
- 2 USE THE INTERPRETER SCHEDULE.
Call the Interpreter-on-Call for today.
- 3 If not available, try calling someone else on the list.
- 4 If during EVENING or WEEKEND hours:
Call SWITCHBOARD **2222** to PAGE an Interpreter
- 5 If no Interpreter available after 2,3,or 4:
Call SWITCHBOARD **2222** to access LANGUAGE LINE



If the patient speaks **another language**:

- 1 Determine what language the patient speaks, asking them point to a Language Identification Card if needed
- 2 If during REGULAR hours:
USE THE INTERPRETER SCHEDULE.
Call Interpreter listed for the language or Rosy **3731**
- 3 If no Interpreter available:
Call SWITCHBOARD **2222** to access LANGUAGE LINE



If the patient uses **Sign Language**:

- 1 Try calling BACA (contractor) **(415)356-0405**
- 2 If no BACA interpreter available, call an Interpreter on the Certified Sign Language Interpreter Phone List.