

## Interpreter and Translation Services (24/7/365)

Phone: 706-721-6929 - Text: 706-832-0851

E-mail: [MCGHICLAS@augusta.edu](mailto:MCGHICLAS@augusta.edu)

Monday through Friday, 7:30 am to 5 pm

Saturday and Sunday, 7 am to 6 pm

### Spanish Interpreter

On-site: Monday - Friday, 7:30 am to 5 pm, Saturday and Sunday, 7 am to 6 pm.

**After hours and holidays:** Use Cyracom (blue) phone assigned to your area or contact Nursing Supervisor's office at 706-721-4740 to access a phone. Access to Cyracom interpreters is also available through the hospital operators (706-721-0211).

### American Sign Language (ASL) Interpreter

On-site: Upon request only and with advance notice. Call 706-721-6929 and/or e-mail request to [MCGHICLAS@augusta.edu](mailto:MCGHICLAS@augusta.edu) during regular business hours to schedule the ASL interpreter.

Video Remote Interpreting (VRI): Immediate 24/7 access to ASL interpreters is available via VRI. VRI unit located in the Emergency Department. To access equipment, call 706-721-6929 during regular business hours. After hours and holidays, contact ED Charge Nurse at 706-721-4951, ext. 200.

### Other Language Interpreter

Over-the-phone interpreters are available 24/7/365 through Cyracom (blue) phones for all other languages. The phones are located in different units throughout the hospital. Contact 706-721-6929 for designated locations. If phone is not available or cannot be located within your unit/area, the Nursing Supervisor's office can also facilitate access to a Cyracom (blue) phone. Access to Cyracom interpreters is also available through the hospital operators (706-721-0211).

### Document Translation

For a free quote, submit request via e-mail to [MCGHICLAS@augusta.edu](mailto:MCGHICLAS@augusta.edu). If translation quote is accepted, charges are billed to requesting department/unit.



<https://my.augusta.edu/patient-family-engagement/interpreter>

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### WORKING EFFECTIVELY WITH PROFESSIONAL INTERPRETERS

- Interpreter will greet you and the patient (introduction).
- Include interpreter's name and/or ID number for documentation in patient's medical record. The Joint Commission requires health care facilities to document use of medical interpreter in patient's medical record.
- Provide the interpreter with a brief explanation of the call (pre-session).
- Speak in first person.
- Speak directly to the patient.
- Use short but complete phrases.
- Pause frequently to allow interpreter to interpret with accuracy.
- Avoid slang, jargon or metaphors.
- Avoid thinking out loud.
- Do not tell interpreter information you do not want the patient to hear. An interpreter needs to remain transparent and will interpret everything you say with no changes, no omissions and no additions.
- Allow interpreter to clarify linguistic and cultural issues.
- Be patient, the interpreter is there to help.



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