Assuring effective and efficient communication to UCSDH Limited English Proficient patients, results in better clinical outcomes for both the patient and the provider. To that end, the UC San Diego Health Interpreter Services Program strives to provide our patients and their representatives with a full-range of language-related services of the highest quality, in a user-friendly manner MCP 301.9. We are dedicated to enhancing access to healthcare services for our linguistically and culturally diverse patient population through professional medical interpretation and cross-cultural communication. Interpreters must be made available to all patients who identify a language other than English as their preferred language. This includes American Sign Language.

- Minors may not be used to interpret under any circumstances. When urgent and necessary, a family member may interpret for the patient with the patient’s consent. The provider must determine if the family member is competent to interpret, and must document interpreter & language used in the patient’s medical record.
- Use of interpreters should be documented including the date, time and method of interpretation, interpreter name, Interpreter ID#, language and when appropriate, relationship to patient, and whether a patient refused the use of a certified interpreter.

**Telephone Interpreting**
- Use the telephone for any situation in which the communication is relatively short and uncomplicated
- Examples: Blood draw/lab, appointment scheduling, form completion
- Blue Language phones are located on every inpatient unit (can also reach by dialing ext.171 from any house phone or calling the UCSD operator.

**Video or Face-to-Face Interpreting**
- Provides intermediate and/or time sensitive interpreting; used when Face-to-Face interpreting may be preferred, or when video interpreting will not compromise the care provided
- Examples: Hearing impaired, Surgical procedures, Teaching, Medical History, Consents
- Interpreter Services will provide the Certified Interpreters for Face-Face Interpreting
- Video (Martti) systems are strategically placed on inpatient floors, departments and clinics to access for video interpreting

**Face-to-Face Interpreting**
- Provides complex and/or sensitive medical interpreting and is recommended for any situation that requires more involved communication
- Examples: confused patients, psychiatric issues, family conferences, sexual assault/trauma
- La Jolla & Hillcrest - On-Site Certified Spanish Interpreters available Monday-Friday 0800-1630

**Language Proficiency Assessment**
If you have taken and passed the Language Proficiency Assessment (provided and paid for by the University), you may speak to your patient in their preferred language. If you have not passed this assessment, you cannot speak to the patient in their preferred language; you must use one of the available methods of Interpreting. If you wish to take the Proficiency assessment, please call 619-543-5205.

- Those that have completed and passed the language proficiency assessment will have a green “bilingual” sticker on their badge

Source: Interpreter Services 619-543-5205; Leticia Aguilar Supervisor; MCP 301.9