How do I use language services?
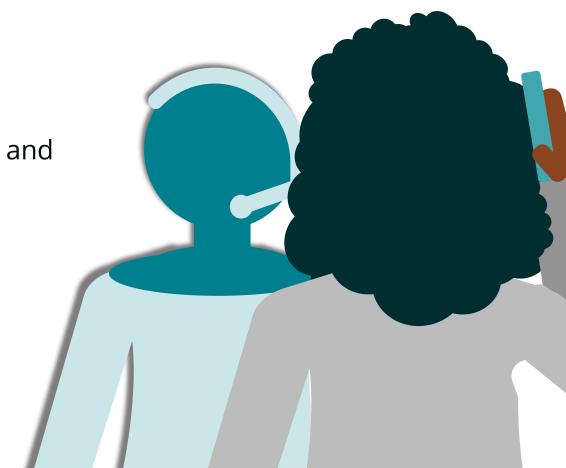
Interpretation & translation tips

Select the language needed.

1. Patient approaches you.
2. Patient speaks a language other than English.
3. You pull out "I speak" card*.
4. You ask/ gesture to patient to identify their language.

* "I Speak Card"
https://www.lep.gov/sites/lep/files/media/document/2022-06/i-speak-booklet.pdf

Call an interpreter.

1. You dial interpretation vendor at 215-662-2425.*

2. Vendor will ask you for your assigned confidential personal access code: 12345

3. You request the language needed.

4. Vendor connects you to an interpreter.

5. You speak directly to the person with LEP (1st and 2nd person).

1. Speak directly to patient.

2. Speak slowly and enunciate clearly.

3. Speak 1 sentence at a time.
   Give interpreter time to interpret before speaking again.

4. If the interpreter asks you to repeat, repeat exactly what you just said.

5. **DO NOT** say anything to the interpreter that you do not want the patient to hear!

6. **DO NOT** ask the interpreter about his or her opinion regarding a situation.

7. **DO NOT** ask the interpreter to explain concepts. If the patient has questions, the interpreter should interpret the questions and, in turn, your answers.

TIPS:
Use plain language.

Aim for 6th- to 8th- grade reading level

Choose active voice.

Separate stacked nouns.

Use familiar, consistent words.

Shorten phrases.

Pick words with 1-2 syllables.

Cut sentences to 8-10 words.

Limit paragraphs to 3-5 sentences.

Keep together the subject, verb, and object.

TIPS:
Translate text.

1. Check if existing translation exists.

2. Assess reading level. https://www.wordcalc.com/readability/

3. Write in plain language.

4. Ensure text is in FINAL COPY form (to prevent incurring extra costs).

5. Plan for 1-2 weeks turnaround time after sending to vendor.

6. Request "back translation" to English. Check the work of the vendor.