

Interpreter Services Update

Provider Resources:

- Interpreter Services remains operational, performing daily telephonic outreach to the largest Limited English Proficient (LEP) populations of Columbus to ensure that language is not a barrier to understanding COVID-19 precautions and protocols. Interpreter Services encourages staff to continue utilizing these interpreter modalities:
 - Onsite interpreters: 24/7 scheduling for ASL, Spanish, Nepali, Arabic, Somali, Mandarin and Russian. Call 614-293-3369 to request.
 - Telephonic interpreters: Available 24/7 in hundreds of languages. Dial 614-293-8255, or 614-366-7847 for OSUP.
 - Video interpreters: Available 24/7 in hundreds of languages via mobile video interpreting devices (Insight). Request a “float” device by calling 614-293-3369 (if not available in your department).
- For telehealth, we strongly encourage all providers to use phone *only* to connect with LEP patients, as this is the most reliable method to ensure that an interpreter is available and that the quality of that call is adequate.
 - When calling a patient at home, first dial 614-293-8255 (OSUP: 614-366-7847) to have the interpreter already on the line when you connect with the patient.
 - Interpreter Services is working with Telehealth to come up with a reliable video consultation solution for LEP patients, and will provide an update when available.
 - If there is an absolute need for video capabilities when communicating with your LEP patient, call Interpreter Services at 614-293-3369 and we will assist you in setting up a video visit with the tools we currently have available, and on a case-by-case basis.
- All COVID and non-COVID-related requests for written translation should be submitted to Interpreter Services via [InterpretationServices @osumc.edu](mailto:InterpretationServices@osumc.edu). We will provide any applicable pricing options and turnaround times for all translation projects, working always to minimize both with our various resources.
- **Never** use Google Translate or any other automatic translation/interpreting program to translate written materials or to communicate verbally with patients.

Patient Resources:

- COVID-19 Testing at Wexner Medical Center. Patients should be transferred to our Call Center (614-293-4000), where they will be connected to an interpreter prior to screening. If patients are concerned about this workflow, you can also give them the specific phone number for their language. The patient would call the number and ask for the Call Center number to be called.
 - Arabic: Dial 1.866.336.7121
 - Mandarin: Dial 1.855.243.8453
 - Nepali: Dial 1.855.243.8453
 - Russian: Dial 1.855.243.8453
 - Somali: Dial 1.866.336.7121
 - Spanish: Dial 1.866.336.7121
 - Vietnamese: Dial 1.844.389.4836



- COVID19 patient education in different languages:
 - Handouts
 - [Round-Up of Multilingual Resources on COVID-19](#)
 - ["What to do if you are sick" in various languages](#) (CDC)
 - Videos
 - Refugee Response, a group based in Cleveland, created a [YouTube channel](#) with videos in multiple languages about COVID-19.