



## AHS Interpretation & Translation Services – Frequently Asked Questions – for Community Physicians and Specialists

### What's happening in Alberta?

AHS offers a range of Interpretation and Translation Services to ensure patients and health care providers have the tools they need to effectively and safely communicate with each other.

This document contains information for community physicians and specialists on Interpretation Services.

- [What is Interpretation?](#)
- [Interpretation Access for Community Physicians](#)
- [Interpretation for Community Specialists](#)
- [Virtual Care and Access to interpretation services in Virtual Care](#)

### 1. What is Interpretation?

At Alberta Health Services we provide professional medical interpretation over the phone in 240 languages. The service is available on-demand, 24/7, with no need for an appointment.

### 2. I am a community Physician. Is Interpretation available to all community physicians in Alberta (PCNs and non-PCN primary care clinics)?

All PCNs and non-PCN primary care clinics are welcome to sign up for access to professional medical interpretation. Many PCNs across Alberta already have access to this Interpretation service (contact [translation.services@ahs.ca](mailto:translation.services@ahs.ca) to inquire whether your PCN already has access).

### 3. I am a Community Specialist. Is Interpretation available to my practice?

Community Specialists are also welcome to sign up for professional medical interpretation.

### 4. Which languages I can access in my practice through this service?

There are 240 languages available 24/7 including American Sign Language.

### 5. What is the process for community physicians (PCNs, non-PCN primary care clinics) and various community specialists to access Interpretation services?

- Please email [translation.services@ahs.ca](mailto:translation.services@ahs.ca).
  - Once you are signed up for the service, you will be given a 1-800 number and it is for the use of clinicians only.
  - Simply dial the 1-800 number and indicate the language of interpretation you require. An interpreter will join the call within 3 minutes, although our average connect time is under 30 seconds.
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- When the interpreter joins the call, they will introduce themselves with their interpreter number: please note down this number in the patient file to show that you have provided professional medical interpretation.

## 6. Is Interpretation services available if I provide Telemedicine and Virtual Care to my patients?

Yes, there are varieties of ways of using interpretation services virtually.

### (1) Dial-outs (by phone)

If your patient is at home, you can have the interpreter set up a three-way call. Simply dial your 1-800 number, access an interpreter for the language of your choice and let them know that you want them to place a call. The interpreter will ask for the patient's first name, phone number and reason for the call (for example, please call Joe at 780-123-1564 on behalf of XYZ PCN). The interpreter will put you on hold, call the patient, introduce themselves in the requested language, then patch you back in and you can have a three-way call.

### (2) Skype

Set up your Skype call as you would normally do. Then click on the Invite More People Button shown here. Enter the phone number.



### (3) Zoom

It is possible to connect with Zoom if you are using a professional license for Zoom and you have a hosted account.

In order to connect with Zoom, you will require a separate number: if you would like to access this option, please contact [translation.services@ahs.ca](mailto:translation.services@ahs.ca).

### (4) Other options

If you want to find out if the platform you are using is supported, please contact [translation.services@ahs.ca](mailto:translation.services@ahs.ca).

## 7. Where do I find more information about AHS Interpretation Services for community physicians and specialists?

Please contact [translation.services@ahs.ca](mailto:translation.services@ahs.ca).