

## Language Line Interpretation Services for Community Physicians

Community specialist physicians and community primary care physicians can sign up to access language interpretation services over the phone through a service called Language Line. Some primary care clinics are already using this service.

Language Line is a professional medical interpretation company contracted by Alberta Health Services (AHS). There is a per-minute cost for the service; however, community physicians can access the service at the low-rate negotiated by AHS. Please see the cost section below for more information.

### Quick Facts about Language Line

- Interpretation in 240 languages. [List of available languages](#) (scroll down to Phone Interpreting)
- Available on-demand, 24/7
- No need for an appointment

### How to Access Language Line

- Complete the Phone Interpretation Request form in Appendix 1 or email [ellen.bruseker@ahs.ca](mailto:ellen.bruseker@ahs.ca).
- Once you are signed up for the service, you will be given a 1-800 number and a six-digit client ID. This client ID is like a PIN code and should not be shared with patients; it is for the use of clinicians only.
- Dial the 1-800 number, enter your client ID and indicate the language of interpretation you require. An interpreter will join the call within 3 minutes, although average connect time is under 30 seconds.
- 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.

### Cost of Using Language Line

- Community physicians and clinics working outside of AHS are required to **pay for their own per-minute usage of interpretation plus a 15 per cent charge to cover overhead costs.**
- The rate by signing up via AHS is **\$0.88 CAD/minute plus the 15 per cent charge to cover overhead costs.**
- AHS is extending this service to community specialist physicians and community primary care physicians so they can benefit from low negotiated rates. If you were to sign up directly with Language Line, it would be \$3.95/USD a minute

- Phone interpretation costs \$0.88 CAD/minute, only per minute used. You will also be charged \$1.14 when you ask an interpreter to set up a three-way call – see Telemedicine and Virtual Care section for more information.
- Once a month, when the Language Line bill arrives, AHS will send you an invoice for the number of minutes used, plus the 15 per cent charge to cover overhead costs. This invoice will include a detailed backup showing the date and time, language, and number of minutes for each call placed from your account

### Language Line via Telemedicine and Virtual Care

There are a variety of ways to use Language Line 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 into Language Line, 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. Please note there is a \$1.14 charge for the interpreter to place this 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 Language Line phone number and use the key pad to enter your client ID number.



#### 3. Zoom

It is possible to connect Language Line with Zoom if you are using a professional license for Zoom and you have a hosted account. It is **not** possible to access Language Line if you are using a basic account.

In order to connect with Zoom, you will require a separate number. If you have a hosted professional account and would like to access this option, please contact [ellen.bruseker@ahs.ca](mailto:ellen.bruseker@ahs.ca).

#### 4. Other options

Language Line is working hard to provide virtual access on a number of platforms. The key point is that you need to be able to dial out from your virtual platform. If the only way to add participants on your virtual platform is by email, it is not possible to add Language Line. If you want to find out if the platform you are using is supported, please contact [ellen.bruseker@ahs.ca](mailto:ellen.bruseker@ahs.ca).

### For More Information

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780-719-6627

Appendix 1



**REQUEST FOR TELEPHONE INTERPRETATION**

**(Please print)**

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*Name of Unit, Department, Site or Agency*

Requests professional medical interpreting over the telephone.

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*Address of the Agency*

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*City and Postal Code*

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*Telephone Number*

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*Name of authorizing individual (please print)*

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*Authorizing Signature*

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*Title, Agency Name*

Please email this request to [ellen.bruseker@ahs.ca](mailto:ellen.bruseker@ahs.ca). For more information, please call Ellen Bruseker at (780) 719-6627

*All calls made from the appropriate area code and using the assigned client id are the responsibility of the agency named above. Rates are on a sliding scale and will be charged to the requesting agency at the rates charged to AHS PLUS a 15% handling fee. Usage is billed monthly and is payable upon receipt.*