

Alberta Health Services (AHS) is pleased to offer telephone interpretation services to affiliated agencies on a cost-recovery basis. This service is available on demand, 24/7, in more than 200 languages.

Language Line Solutions has been contracted to provide telephone interpretation services to all staff and employees of AHS. The contract also allows AHS to make the service available to affiliated agencies at the same rates as AHS plus an uplift of 10% to cover handling costs. Current affiliated agencies include a number of provincial government departments and Primary Care Networks and several women's emergency shelters, among others.

Request for Services

Affiliated agencies in need of telephone interpretation services can request services by completing a [Request for Interpretation and Translation for Non-AHS Agencies](#) (which includes an agreement to pay the charges). Each user/office/site will be set up with an individual client identification number (6-digit pin) and given an 1-800 number to use, along with a tip sheet and an instruction sheet.

AHS is also available to provide training, if desired.

Generally, it takes about an hour to set up an individual site, but at most it is an overnight process. It is the user's responsibility to ensure that he or she protects the pin number and phone number. Once a client ID has been assigned, the requestor is responsible for all calls originating from their local area codes.

To Connect with an Interpreter

To connect with an interpreter once the service has been set up, agencies will call the vendor, via the 1-800 number provided. An automated attendant will answer and request the client ID.

Then the caller is asked to "press '1' for Spanish and '2' for any other language" and an interpreter is connected usually within 30 seconds. If the caller does not know the language, they would press '2' and say help, at which time a Customer Service Rep will intercept the call and identify the language and then connect to an interpreter.

For more information on accessing telephone interpretation services, or training, contact:

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