



## Tips on using an interpreter

### Documenting in the EMR

Any discussion using an interpreter needs to be mentioned in the progress note related to the interaction. Documentation includes what was discussed, the patient's response, how interpreted (in-person, video/audio remote or telephone), and language interpreted.

# Using an interpreter

at Northwest Kidney Centers

1. Allow the interpreter to greet you and have them provide an interpreter ID number or badge.
2. Provide the interpreter with a brief explanation of the communication.
3. Speak directly to your patient and make eye contact (when applicable).
4. Speak in the first person and use short complete phrases. Avoid slang, jargon and metaphors.
5. Remember, you are speaking to the patient, not the interpreter. Speak to the patient directly, e.g.: "Mr. Lee, please tell me more about your pain." This promotes clear communication.
6. Allow the interpreter to clarify linguistic and cultural issues.

## Questions? Call

Social Services - Patient Services  
206-292-3773

To schedule an interpreter, email [interpreting@nwkidney.org](mailto:interpreting@nwkidney.org). Requests should be at minimum 5 business days prior to need.

**AMN Customer Service**  
1-877-899-3824

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## Northwest Kidney Centers

700 Broadway  
Seattle, WA 98122  
206-292-2771  
[www.nwkidney.org](http://www.nwkidney.org)





Northwest Kidney Centers provides medically-qualified interpreter services to improve communication between patients and staff.

You can use in-person interpretation, a video/audio remote system or telephone interpretation.

The Social Services department provides oversight for the interpreter services used by Northwest Kidney Centers.

Patients have a right to interpretation, free of charge.

Interpretation services are available during NKC hours of operation.

### Scheduling in-person interpretation

Use if you need to talk with a patient longer than 30 minutes.

Examples include comprehensive assessments, consents, transportation applications, financial applications, patient behavioral meetings, CKD education, and home training sessions.

Contact NKC Social Services by email [interpreting@nwkidney.org](mailto:interpreting@nwkidney.org) to request an interpreter.

Provide this information:

- Patient's first and last name
- Language needed
- Date of service
- Time of interpreter arrival, duration needed
- Northwest Kidney Centers unit

Social Services will confirm whether or not your request has been filled. Please give at least 48 hours notice of need.

### Signing interpreters in and out

**For Medicaid/Universal Language Service interpreters**, sign into the portal <https://hcauniversal.com>, Provider Log-in. Open the job and select "Check-in/Out" to record the start and end times of service. Any NKC staff member signing interpreters in and out must be registered with a unique log-in and password for the Universal Language Service website. If you need this access, contact [interpreting@nwkidney.org](mailto:interpreting@nwkidney.org).

**For private pay interpreters**, complete and sign the documentation provided by the interpreter, noting the starting and ending time of the service.

For either type of interpreter, Northwest Kidney Centers staff is not permitted to use an interpreter scheduled for one patient to be used for another patient unless approved by NKC Social Services.

### AMN video/audio remote interpretation—mobile cart

The AMN cart is an interpreter system found at each unit, and using it is like having a video chat on a cellphone. Video interpretation is available for most common languages. The cart can be also used for audio interpretation for 200+ additional languages.

Use the AMN cart to talk with a patient less than 30 minutes, or for any immediate need. Examples include patient education, reviewing lab results, plan of care check-ins, and a patient asking to speak with staff.

Use hand hygiene before and after using the equipment. Use the appropriate wipes for cleaning the equipment before and after use. The AMN cart touch screen is an imbedded Apple i-pad. Please keep the AMN cart plugged in when not in use.

Call AMN Customer Service with any technical problems at 1-877-899-3824 (not NKC Helpline.)

### Telephone interpretation

NKC contracts with 2 telephone interpreter services: AMN 206-880-7415 and Telelanguage 800-439-2239. For rare languages, it is advised to make an advance booking. If you are contacting a patient who is offsite, please provide the dial-out phone number. To communicate to a deaf or hard of hearing patient via TTY, call 877-711-8933.