

## Language & Cultural Services - (951) 486-4320

Location: First Floor

Hours: 7:00a.m. – 5:00 p.m., Monday through Friday; after hours (951) 486-4000

The Department of Language and Cultural Services combines qualified interpreters and state of the art technology to provide reliable and readily available language access to patients who are hearing impaired and Limited English Proficient. Medical Interpreter/Translators (MIT) are available to help medical and hospital staff ensure accurate communication is provided to Limited English Proficiency patients and their families. Medical Interpreter/Translators are specifically trained to interpret and/or translate information, including but not limited to:

1. Informed consent
2. Symptom descriptions
3. Nutrition
4. Medical diagnoses/conditions
5. Surgical procedures
6. Diabetic teaching

### **The Healthcare Interpreter/Translator**

A Healthcare Interpreter/Translator is a specially trained professional who has proficient knowledge and skills in English and a foreign language, and employs said training in a healthcare environment. Skills include mastery of medical and colloquial terminology and proven ability to use various modes of interpretation (simultaneous, consecutive and sight translation). Said mastery comes from RCRMC Interpreters having completed advanced education and training in interpreting, and passing of State certification examinations in Medical Interpreting. They are available to assist in all outpatient and inpatient settings.

In 2006, RCRMC joined the Health Care Interpreter Network (HCIN). This network consists of multiple public hospitals in the state of California that have pooled together their interpreting resources, and utilize video and voice interpreting technologies to increase productivity and availability of interpreting services throughout their hospitals. This new technology gives providers the ability to access an interpreter at any given time for any language in less than one minute.

### **Language & Cultural Services Department Service Hours:**

**Medical Interpreters/Translators** - Spanish (on site Monday – Friday 7:00 a.m. – 5:30 p.m., Saturday - 8:00 a.m. - 2:30 p.m. and on-call after-hours, weekends and holidays)

**Over the phone Interpreters** - providing interpreting for over 170 languages

**Bilingual Staff** - available to provide on-site interpreting in languages, such as: Arabic, Cantonese, Farsi, French, Hindi, Japanese, Korean, Mandarin, Portuguese, Spanish, Vietnamese, Tagalog and Urdu.