

# Emory Medical Interpretation and Translation Services

## EMITS



# EMITS



- Emory Healthcare provide medical care to patients from many parts of the world.
- To many, English is not their main spoken language. We recognize these patients as **LEP** (Limited English Proficient).
- We also provide service to Deaf and hard of hearing patients.
- In our department we provide Interpretation and Translations Services in order to comply with Federal Law (**Civil Right Act of 1964, Section 1557**), **Joint Commission** and **EHC policies**.
- We can provide in-person interpretation, over the phone interpretation (OPI), video remote interpretation (VRI), 24 hours a day 7 days a week.
- The services are free of charge and confidential.
- We must use a qualified Medical Interpreter regardless of the method for interpretation. A family member or companion cannot be use unless there is a life threatening emergency. The patient has the autonomy to refuse these services, in which case we ask them to sign a waiver refusing our interpretation services.
- Because the patient refuses the service does not mean the provider has to as well. The provider can ask for the interpreter to be present to ensure the information is understood in the correct context during the interaction with the LEP patient of family member(s).

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## Top Languages at EHC in 2023

- Spanish
- ASL
- Vietnamese
- Korean
- Mandarin
- Swahili
- Burmese
- Arabic
- Amharic
- Pashto
- Farsi
- Haitian Creole

## Some Facts:

- **1,560,540** - Total people with a **Language Other Than English** spoken at home living in **Georgia (14.3% of population)**
- Total people **Not Proficient in English** living in **EHC's PSA and SSA**
- **Annually EHC serves** ~23K patients with a primary language other than English and ~13K with a documented interpreter need in Epic

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## Where are we:

- EUH Main Hospital (Clifton Road)
- EUHM (Midtown)

## Supporting:

- EUH
- EUHM
- EUOSH
- ERH
- Hospital Based Clinics
- Winship Cancer Institute
- Transplant Clinics

## Who we are:

- ✓ 8 Spanish Medical Interpreters
- ✓ 1 Korean Medical Interpreter
- ✓ 1 Vietnamese Medical Interpreter
- ✓ 2 Dispatchers
- ✓ 2 Coordinators
- ✓ 2 Managers

## Hours of Operation:

Monday - Friday: 5:30AM to 8:00PM

**404-727-3648**

our email [interpreter@emoryhealthcare.org](mailto:interpreter@emoryhealthcare.org)

## After Hours Support

[www.ourehc.org/departments/administrative/emits/](http://www.ourehc.org/departments/administrative/emits/)

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## Resources:

- ✓ In-Person Interpretation
- ✓ Emory Staff
  - ✓ Spanish
  - ✓ Vietnamese
  - ✓ Korean
- ✓ Agency
- ✓ Blue Phones
- ✓ iPads
  - ✓ Cyracom – Over 200 different Languages
  - ✓ Voyce Global (EPIC- in progress) - Over 200 different Languages
- ✓ Your Emory Provided cell phones (employees)

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## **EMITS/ Languages Services as part of Health Equity**

- ***Patient/ Community Experience***
- ***Ensure Access (How to) and Understanding***
- ***Bridging the gap amongst our immigrant communities***
- ***Enhance quality of life and knowledge of services and preventative measures available***