

Client Name: MGB Health Plan

Dial: (844)-641-3553

Provide: Provider NPI and name; Patient Insurance Type

Indicate: Language Needed

Partnering with Your LanguageLine Solutions Interpreter to Ensure Effective Communication



LanguageLine® CertifiedSM
Phone Interpreters



LanguageLine® CertifiedSM
Video Interpreters



LanguageLine® CertifiedSM
OnSite Interpreters

1 Starting the Session

- Allow the interpreter to start the session by giving you their name and Interpreter ID. Document this information for reference.
- Introduce yourself to the interpreter.
- Brief the interpreter: state the goal of the session and provide any specific instructions.
- Introduce yourself and the interpreter to the limited English proficient, Deaf, or Hard of Hearing individual.

2 During the Session

- Address the limited English proficient, Deaf, or Hard of Hearing individual, not the interpreter. The interpreter will be your voice. Keep in mind that everything stated will be interpreted.
- State information in short, concise sentences. When stating complicated or detailed information, speak at a slow pace and pause often. This allows the interpreter to note, retain, and relay the information. The interpreter may ask for repetitions or clarification.
- Avoid technical jargon and explain specialized terms or concepts.
- Avoid interrupting the interpreter or talking at the same time.
- Do not ask the interpreter for their opinion.

3 Ending the Session

- Ask the limited English proficient, Deaf, or Hard of Hearing individual to repeat back what they understood, including any important instructions. Ask if they have any questions or concerns.
- Allow the interpreter to interpret everything before ending the session.