

Southern Health-Santé Sud - Interpreter Resources -



SIGN LANGUAGE
American Sign Language
(via ECCOE)

Mon-Fri (9:00 a.m. – 5:00 p.m.)*

- Book online appt. www.eccoe.ca

After hours/Emergency

- Call: 204-475-6332 or emergency@eccoe.ca

INDIGENOUS LANGUAGES
(Ojibway, Saulteaux, Dakota)
(via Southern Health-Santé Sud
Indigenous Health)

Mon-Fri (7:30 a.m. – 3:00 p.m.)

- Call: 204-239-2212

INUKTITUT
(via Kivalliq Inuit Services)

**Mon-Fri (8:30 a.m. – 4:30 p.m.)
Evening and Weekends on call**

- Call: 204-989-1025

OTHER LANGUAGES
30+ in-person/video conference languages
&
200+ over-the-phone languages
(via Shared Health Language Access)

Is interpreter needed urgently/after hours

NO

YES

Mon-Fri (8:00 a.m. – 3:00 p.m.):

- Complete [ORG.1010.PL.002.FORM.01](#)
- Fax: 204-940-8650

Via Shared Health Language Access

Call **1-833-644-1377** to reach *MCIS Language Solutions (24/7)*

- Enter Client ID **6351** and #
- The system will prompt you to select a language.
- Select "0" if you require a Facilitator.

**Interpreter
SCHEDULED/CONFIRMED**

Document encounter details in health record, including Interpreter name, ID#, language, etc.

IMPORTANT: For a 3-Way Call, you must inform the Facilitator if the interpretation encounter requires a 3-way teleconference (client; interpreter; health provider in different locations). The Facilitator will make the 3-way connection on your behalf.

Facilitator will prompt you for the following information:

- a. Client ID: **6351** (SH-SS Staff use only)
- b. Language needed for interpretation
- c. Name of Requestor; Site/Program/Service

NOTE:

- On average, you will be connected with an interpreter within 2 minutes. If you do not get through or if the wait time extends beyond, call again in a few minutes.
- 24/7 Immediate Over-the-phone Interpreter Services is available on-demand and cannot be pre-scheduled.
- Responsibilities of the Health Provider during the encounter:
 - Document details of encounter incl. interpreter name/interpreter ID.
 - Speak directly to the patient/client (i.e. not to the interpreter).
 - Check in with patient/client for comprehension.
 - Brief the interpreter with context of the encounter.
 - Speak at an even pace; say one or two sentences at a time.



*ECCOE: If incurring booking difficulties, contact 204-926-3271 or booking@eccoe.ca