

Sign Language Interpreters

Last Modified on 09/18/2023 3:09 pm EDT



Sign Language Interpreter Guidelines

What is it:

- Sign Language Interpreters are to be provided by Washington Radiology at no cost to the patient.
 - Note: No other language interpreting service is available in person. All other languages are handled via phone using Language Line.
 - Note: Centers are now using virtual interpreter on video call unless patient specifically requests the interpreter to be in-person.

What do I do when scheduling:

- Ask caller (when necessary) "Do you need an interpreter?"
 - We should get a yes or no answer.
- When scheduling, please follow the parameters below:
 - For non-urgent exams - schedule a minimum of 5 days out
 - For urgent exams - schedule according to availability
- Once exam has been scheduled, send an email to All_WR_CC_Leadership@washingtonradiology.com, include the following information:
 - Patient Name:
 - Jacket Number (MRN):
 - Date/Time of Exam:
 - Exam Location:
 - Preferred interpreter option: Video interpretation or in-person
- Add a note in Merge RIS indicating that patient will need a sign language interpreter and the request has been sent to leadership
- **IMPORTANT: Advise patient to please give us 48 hour advance notice if needing to reschedule or cancel the exam**

What do I do when canceling or rescheduling:

- When requested to cancel or reschedule an exam for which a sign language interpreter has been requested:
 - Send an Email to All_WR_CC_Leadership@washingtonradiology.com to notify them of the date change or cancellation.

EDITED: 04/26/2022
