



UNM Hospital Interpreter Language Services

Our Mission

- The UNM Hospital Interpreter Language services department founded in 2002
- Our mission is to provide professional interpreter/translator services and education to ensure quality, accuracy, and trust in healthcare communication.

UNMH/UNM-HSC Mission

- We are committed to support the UNMH/UNM-HSC mission of serving the community and providing the highest quality healthcare. We are dedicated to helping providers establish a direct relationship with their non-English or Limited English Proficient patients through accurate and complete interpretation to increase value and successful outcomes. We are committed to support UNMH/UNM-HSC in the delivery of culturally competent care and to take a leadership role in facilitating access

Our Services

- Face to face medical interpreters (Spoken and American Sign Language)
- Video remote interpreting (Spoken and American Sign Language)
- Telephonic interpreting
- Translation of patient materials (Document and Site-translation)
- Language testing (Oral and Written)
- Training classes (Bridging the Gap-Medical Interpreting, Cultural competence and Medical Terminology)

Standards and Protocols

- Title VI of the Civil Rights Act (Office of Civil Rights)
 - Must offer meaningful ways to communicate w/ patients
 - Prohibit the use of minors or family members
- As an institution that receives federal funds, we are obligated to provide language access by:
 - Qualified interpreters
 - Translated documents in patient's language

Staff Interpreters

- 13 Spanish Interpreters
- 3 Vietnamese Interpreters
- 300+ Multilanguage Dual Role Interpreters

Requesting an Interpreter

- Am-I-On Schedules (Interpreter pagers/cell phone numbers)
- 2-TALK (272-8255)
- ILS Office/Interpreter dispatch 272-5399 (M-F 8 AM to 5 PM)

Questions

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