

UNIVERSITY OF FLORIDA COLLEGE OF MEDICINE – JACKSONVILLE

Resident Manual

INTERPRETER SERVICES

Interpretation services are available to all Limited English Proficiency (LEP) and hearing impaired patients at no cost as per ADA and Civil Rights Act.

LIMITED ENGLISH PROFICIENCY (LEP)

The Patient Relations Department assists with requests to locate interpreters for non-English speaking patients at SHANDS JACKSONVILLE and University of Florida Jacksonville Healthcare & Physicians, Inc. Shands Jacksonville is contracted with Language Line International, a phone based interpretation service, Pickard International an “in-person” translator service (used primarily for L/D procedures and ED visits) and maintains a list of bilingual Shands Jacksonville and University of Florida Jacksonville Healthcare & Physicians, Inc. These are employees who are available to interpret for non-English speaking patients while waiting for appropriate vendor to provide services. This list is on the departmental site on the Infonet.

Language Line is available 24 hours a day and can be accessed by any phone. Ideally hands-free or dual handset phone works best. The service can be accessed by calling:

1-800-523-1786

Client Id – 203230

Organization Name – Shands Jacksonville

Language Needed – specify

Personal Code – is the department name you are calling from

You will then be connected to an interpreter.

HEARING IMPAIRED

Hearing impaired services are provided in the same way by ASL Associates with 48-hour notice. Emergency services can be requested through Patient Relations during office hours and after hours Nursing Administrator on Duty or ASL directly at 9779-0957 or 518-8418. Patient Relations has TTDY phones available for use in hearing impaired patient rooms.

For non-emergent interpreting services Patients Relations should be contacted directly with requests for interpreter services for patient appointments and consults. Emergency Department and Labor & Delivery services have interpreter services available 24 hours a day, 7 days a week with approximately one hours notice. For these cases contact Patient Relations between 8:30 a.m. – 5:00 p.m. at 244-4427. After hours contact Nursing Administrator or call Pickard directly at 904-908-0350.