LANGUAGE ACCESS FLOW CHART USE THIS ONLY AFTER APPROVED VENDORS/PROVIDERS ARE SELECTED AND ACCESSIBLE

2)

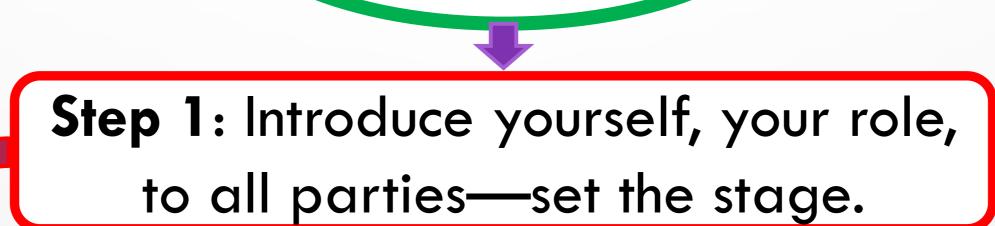
Language Access 1) **Need** is Identified

Step 1: ID language needed.

Step 2: Determine situational needs (does the interpreter need medical or legal or social services vocabulary?)

Step 3: Connect to vendor and give the interpreter context for the encounter.

Step 4: Connect interpreter to the client, allow interpreter to introduce self, and, verify that there is a language match!



Begin

Encounter

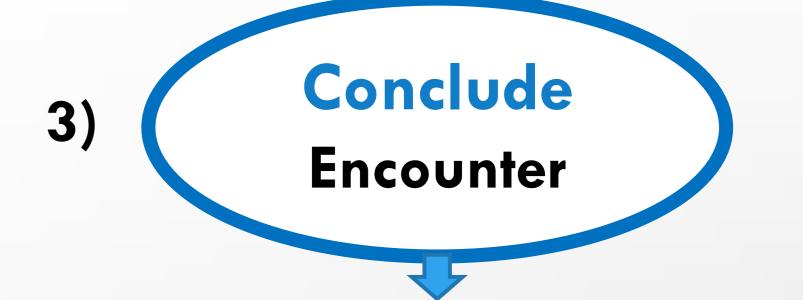
Step 2: Speak in short sentences, allow the interpreter to interpret each segment to the client. Allow time for clarification/questions.

Step 3: Avoid acronyms, just say the phrase the acronym stands for, as this will improve accuracy.

Step 4: Slow down! Allow for extra time, since everything will need to be stated at least twice.

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Step 1: Check for understanding throughout.

Step 2: Ask open endedquestions rather than ones that can be answered with a simple yes or no.

Step 3: Repeat critical information and write down addresses/telephone numbers.

Step 4: Check with the interpreter at the end for anything you may have missed.