

## **Interpretation and Translation Services FAQ**

### **Provider Information**

The GHHN PCN has invested resources into interpretation and translation services through ITS (Interpretation and Translation Services) Hamilton. Providers and patients will have access to interpretation (in-person, phone, or virtual) and translation (written documents) services.

ITS Hamilton has over 520 trained interpreters providing access to over 85 languages. You can view the complete [list of languages](#).

### **Q. Who can access this service?**

A. Any primary care provider that is a member of our PCN can submit a request, including family physicians, NPs, IHPs, and admin on their behalf. Please note that these services are for primary care appointments only (i.e., cannot be accessed for an appointment a primary care provider is helping their patient set up with an external agency/provider, such as a hospital-based appointment).

### **Q. What is the process to access an interpreter?**

- A. 1. **Book the appointment with your patient.** It is highly recommended that providers flag patients who utilize this service, either in the patient chart or as an appointment note, so that should an appointment be cancelled/rescheduled, there is a reminder to cancel/reschedule the ITS.
2. **Complete the ITS Interpretation Request Form (similar to any referral form.)** The [request form](#) is available as a simple PDF, TELUS PS form, OSCAR form, and P&P form. Please note that the 'Organization/Agency' should be documented as 'GHHN PCN', and the 'Clinic/Department' is the name of the family practice/family physician
3. **Submit the ITS Interpretation Request Form** to Carissa Buckmiller, at [buckmilc@mcmaster.ca](mailto:buckmilc@mcmaster.ca). Please title the email: GHHN PCN ITS Request.
4. **McMaster Admin will then connect with ITS** and ITS will confirm an interpreter with your clinic.

### **Q. How far in advance should I send a request?**

A. You must give at least 3 business days' notice to schedule this service. If requests are made with less than 3 business days of notice, ITS Hamilton will try their best to accommodate but

cannot guarantee services within that time frame. Urgent in-the-moment support cannot be guaranteed, please follow the usual process but set the email to 'High Importance.'

**Q. Are there any other considerations I should be aware of?**

A • While services can be provided in person, please consider a telephone translator to reduce costs as there are travel fees.

- As we have a set amount of funding for this service, we want to limit access to patients who truly need it

**Q. Should I be Concerned about Sharing PHI Via Email?**

A. Yes! Please note that all fields listed as optional do not need to be filled in. The only mandatory patient-related information that must be provided is the Client's Name and Language. You may also wish to 'lock' the PDF with a password and share the password via a separate email.

**Q. Is There Training Available to Learn How to Best Utilize an Interpreter?**

A. Yes! If you are interested in taking a training session, please email [PrimaryCare@GHHN.ca](mailto:PrimaryCare@GHHN.ca)

**Q. What if I forget this information or have a question?**

A. You can visit the ITS website at [ITS Hamilton](http://ITSHamilton.ca) and you can always email [PrimaryCare@GHHN.ca](mailto:PrimaryCare@GHHN.ca) if you have further questions.

**Q. What happens if an appointment needs to be rescheduled or cancelled?**

A. To cancel or reschedule an appointment please contact either of the below as soon as possible. Please email Carissa Buckmiller: [buckmilc@mcmaster.ca](mailto:buckmilc@mcmaster.ca) or phone ITS Hamilton at 05-527-7045. Failure to notify ITS Hamilton of a cancellation/reschedule will result in the PCN being charged for that time.

**Q. What if I need support right away?**

A. In case a service appointment cannot be scheduled in advance, you can access RIO (Remote Interpretation Ontario) through Access Alliance. RIO offers "On Demand" access 24/7 to virtual interpretation and can immediately connect you with trained and tested qualified interpreters in more than 230 languages, to help you communicate across language barriers.

Call 1-888-278-8007 or email [languages@accessalliance.ca](mailto:languages@accessalliance.ca) and advise the intake officer you are an employee of HFHT, provide your **client ID (listed below)** and your first and last name. They will ask you a few questions about your needs and connect you with a qualified interpreter.



R.I.O. is simple to use and accessible 24/7, from your phone, mobile device, or computer, and the average wait time is less than 1 minute.

NOTE: There are 2 specific ID codes to choose from as a reference.

Client ID	Client Description
287082	Hamilton Family Health Team
252403	Hamilton Family Health Team – Syrian language requests only

**Q. Are there any print resources available?**

A. Yes! RIO also offers a variety (over 400 documents) of print materials available for you to download, in multiple languages and across a wide range of health disciplines such mental health and addictions supports, managing diabetes, pre-natal concerns, as well as guidance for new Canadians and workplace safety information. Visit [Access Alliance](#), and log in with your client ID and select the language you are looking for, and a list of available documents will be displayed.

Note: If you require any documents not listed here, please connect with ITS who can complete your request.