

## Yale-New Haven Hospital Vendor Interpreter Guidelines

- ❖ Business casual dress and grooming (NO, shorts, tank tops, low cut tops, open toe shoes, sandals or flip flops, miniskirts or short dresses, tight clothing or artificial nails that are too long or too embellished)
- ❖ Must wear ID badge at all times
- ❖ Arrive on time (10 min. buffer is appropriate)
- ❖ Announce yourself at the front desk - introduce yourself as the interpreter and provide the patient's last name and time of appointment
- ❖ If patient has not arrived, be observant so that when patient arrives, you help the patient to check-in. If 15-20 minutes have passed and patient has not arrived yet, approach the desk and ask if they still plan on seeing the patient. Wait as long as they tell you or that you are able. Do not leave unless directed by a staff member and write down their name in your notes
- ❖ If patient is in the waiting room- introduce yourself but, try not sit next to patient to avoid personal conversation
- ❖ If patient is already in the room- waiting without provider. Introduce yourself and come out of the room and wait in the hallway for the provider. Introduce yourself to provider before walking in
- ❖ If patient is already in the room with provider – introduce yourself to both
- ❖ Leave the room when provider leaves the room –never stay with patient alone
- ❖ Convey message accurately – speak in 1<sup>st</sup> person, do not omit, add, embellish
- ❖ Do not have side conversations with patient/provider without conveying the message.
- ❖ If appointment takes longer than the time requested, do not leave. If you have an appointment to go to afterwards and will not make it, ask to make a phone call and contact our office at **203.688.9104**.
- ❖ At the end of the encounter accompany patient to the check-out desk
- ❖ **Remember:**
  - When accepting appointments - allow at least ½ hour between appointments
  - Always sanitize your hands entering and leaving a room (familiarize yourself with contact precaution signs)
- ❖ **IMPORTANT:**
  - Do not provide your availability and/or personal contact information directly to providers or patients. Ask providers to contact Yale-New Haven Hospital Language Services Department
  - Yale-New Haven Hospital and facilities do not pay for **Parking, do not ask to have your parking ticket validated**. Please, inquire with your agency about the parking fee

*Violation of any of the guidelines might result in a disciplinary action determined by Yale- New Haven Hospital Language Services Department and your agency*