



Interpreter services

Thank you for choosing ProMedica, where our Mission is to improve your health and well-being!

ProMedica is committed to ensuring effective communication between physicians and patients, allowing all patients the opportunity to actively participate in their care.

We provide access to medically qualified interpreters for those who speak a language other than English or use American Sign Language (ASL). While you are at ProMedica, you have the right to request complimentary interpreter services.

Our interpreter services program provides language assistance to patients and their companions throughout our system. Interpreter Services are delivered with the aid of video remote (VRI), audio remote (OPI), and telephonic interpreter services, as well on-site interpreters in partnership with local vendor agencies.

Frequently Asked Questions about Interpreter Services at ProMedica include:

How do I arrange for an interpreter?

Scheduling an appointment: If you need to make an appointment for an office visit, or outpatient service, please request an interpreter when you schedule your appointment.

If a family member is scheduling the appointment for you, ask them to inform the scheduler of your language needs so interpreter services can be arranged for you in advance.

Emergency Room or Hospitalizations: For emergency room visits, or admissions to the hospital for any length of stay, please inform staff of your language needs upon arrival. Our care team will arrange for an interpreter to assist you.

Who will interpret for me?

A professional, medically qualified interpreter will assist with communication between you and your providers. Interpreters respect you and your privacy and maintain your personal health information confidentially. They will not make recommendations or decisions for you.

Will I have the same interpreter every time?

You may request the same interpreter if affiliated with one of ProMedica's vendor agencies. However, we cannot guarantee the same interpreter will always be available.

Can a family member or friend interpret for me?

Our agencies assign interpreters who are specialists in the communication of health information. In the interest of confidentiality, and to best ensure quality health care, we discourage patients from using family members or friends as interpreters during a medical encounter.

However, you have the right to decline our offer of services and ask a family member or friend to interpret for you as long as you both agree to the arrangement. You also have the right to hire, at your own expense, a professional interpreter of your choice.

Are interpreter services available around the clock?

Auxiliary aids and services are available 24/7. In accordance with legal and regulatory requirements, ProMedica offers over-the-phone, video, audio remote interpreting, and on-site interpreters allowing multiple options when it comes to providing access to meaningful communication in all stages of care. In the hospital setting, to effectively meet language needs during a patient stay, scheduling a combination of services is often an agreed upon solution.

How do I contact Interpreter Services?

Staff and care team members are equipped to arrange interpreter services on your behalf. If you have questions or concerns regarding our services, contact us by calling 419-291-7700, or emailing interpreterservices@promedica.org.

