

DEPARTMENT OF THE ARMY  
U.S. ARMY MEDICAL DEPARTMENT ACTIVITY  
FORT HUACHUCA, ARIZONA 85613-7079

MEDDAC Memorandum ----- 15 August 2006  
No. 600-4

Personnel  
LANGUAGE INTERPRETERS

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1. HISTORY: This issue publishes a revision of this publication.
2. PURPOSE: To establish guidelines for language interpreters.
3. SCOPE: This memorandum applies to all personnel assigned and/or attached to the USA MEDDAC.
4. REFERENCE: Joint Commission on Accreditation of Healthcare Organizations Manual, current edition.
5. GENERAL:
  - 5.1 Interpretive services are provided by Language Line. The phone number for the service is 1-866-874-3972 with MTF Code 544127. Upon completion of the service, the health care provider will have the patient complete a comment card regarding their understanding and ease of use of the service. Place these cards in the Patient Advocate Comments/Suggestions box posted in each clinic. Issues or problems with the service need to be brought to the attention of the Chief, QM immediately.
  - 5.2 During Duty Hours: If an interpreter is needed there will be phones available in Family Care Clinic, Behavioral Health, Surgical Services, and with the Patient Advocate.
  - 5.3 After Duty Hours: Contact the AOD at 533-2963. The AOD will evaluate the necessity for calling the interpreter service and have access to the phone in Family Care Clinic. The AOD can also request command guidance if necessary.

\* This memorandum supersedes MEDDAC Memo 600-4, dated 10 Nov 04

**5.4** Communication with those patients with impaired hearing or speaking will be accomplished through the use of sign language interpreters or communication boards.

**6. RESPONSIBILITIES:**

**6.1** Patient Advocate will:

**6.1.1** Maintain one phone unit to be available to staff throughout the facility on an as-needed basis.

**6.1.2** Maintain completed data sheets received from staff accessing the service, compile, review, and analyze data collected and report in the appropriate forum.

**6.2** Chief, Information Management Division will provide the phones to plug into the back of the clinic phone to use as an extension. That enables the provider to use one and the patient the other. IMD will also maintain the phones and lines for this service. If additional phones are needed contact IMD for support.

**6.3** Administrative Officer of the Day (AOD) will be available after duty hours to assist the Extended Care Clinic/Weekend and After-Hours Clinic staff in obtaining this service when needed. The AOD will evaluate the necessity for calling the interpreter service and can request command guidance if necessary.

**6.4** All division/department chiefs will assure that all personnel are familiar with this memorandum and procedures to follow for use of the interpreter services.

The proponent for this publication is Quality Management Division. Users are invited to send comments and suggested improvements on DA 2028 directly to Commander, USA MEDDAC, ATTN: MCXJ-QM, Fort Huachuca, AZ 85613-7079

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DISTRIBUTION: A

APPENDIX A  
INTERPRETIVE SERVICE  
COMMENT CARD

PCM/Department\_\_\_\_\_

Date of use\_\_\_\_\_

Language requested\_\_\_\_\_

Did patient indicate understanding of medical information? Yes/No