



*Contact numbers for  
interpreter and translator services*

Please see the details, on how and when to contact the following organizations, inside this pamphlet.

MCIS.....1-888-990-9014

First Nations and Métis Health Service  
.....306-655-0518 (St. Paul's)  
.....306-655-0166 (RUH)

Saskatchewan Deaf and Hard of Hearing Services  
..... 306-665-6575

Director's Office, Population and Public Health  
..... 306-655-4415

*Healthiest people ~ Healthiest communities ~ Exceptional service*

# *Interpretation and Translation Services*

A quick-reference guide for  
health-care providers  
in Saskatoon Health Region



Saskatoon Health Region and its health-care providers have a responsibility to ensure patients, clients and residents receiving care understand their care, are informed and are able to participate in decision-making about their care.



### *What's the difference between interpretation and translation?*

- ◆ Interpretation refers to spoken word
- ◆ Translation refers to written word

### *When are interpretation and translation services required?*

- ◆ when the individual receiving care does not understand English or is deaf/hard of hearing
- ◆ when the individual receiving care has limited understanding of English, especially medical information that is being provided

### *How to access a telephone interpreter:*

- ◆ Call MCIS who has been contracted by Saskatoon Health Region to provide telephone medical interpretation services on a confidential basis:  
**1-888-990-9014**
- ◆ Provide the following information:
  - ◆ language spoken by the patient, client or resident;
  - ◆ the client number for Saskatoon Health Region: **4827**
  - ◆ the department name you are calling from, for example: Emergency Department, Social Work, Home Care, Population and Public Health, etc.
  - ◆ your name
- ◆ Determine if written consent is required.
  - ◆ If written consent is required by your department protocols, obtain:
    - ◆ written consent and document it on the patient/resident/client's record
  - ◆ If written consent is NOT required, record the following information in the patient/client/resident's health record:
    - ◆ name of interpreter
    - ◆ external service provider name (MCIS)
    - ◆ date and time of interpretation service
    - ◆ the clinical interaction, as specifically as possible



### *Sign language interpreters:*

- ◆ Ask the individual in writing whether they wish to have an interpreter or if they would prefer to use another method to communicate
- ◆ If a professional interpreter is requested,
  - ◆ call Saskatchewan Deaf and Hard of Hearing Services anytime:



**306-665-6575**

- ◆ Record the following information in the patient/client/resident's health record:
  - ◆ name of interpreter
  - ◆ Saskatchewan Deaf and Hard of Hearing Services, Inc.
  - ◆ date and time of interpretation sessionthe clinical interaction, as specifically as possible

### *How to access First Nations and Métis Health Service (FNMHS):*

- ◆ FNMHS offers in-hospital interpretation services and translation in the Cree, Dené, and Saulteaux languages. One of our goals is to provide an integrated and culturally respectful approach to First Nations and Métis people coming to Saskatoon Health Region for treatment and other services.
- ◆ Our team can be contacted Monday to Friday from 8 a.m. to 4:30 p.m. (Closed on weekends and Statutory Holidays).

**306-655-0518 (SPH) 306-655-0166 (RUH)**

- ◆ The FNMHS main office is located at St. Paul's Hospital to the right of the main entrance, and at Royal University Hospital on the 5th Floor, room 5406.

### *Translation Services (Written)*

Contact the director of Population and Public Health, 306-655-4415, for:

- ◆ French language translations (at no cost)
- ◆ Other language translations (at cost)

**For more information, please refer to policy #7311-20-013, Interpretation and Translation Services, found on Saskatoon Health Region's InfoNet and external website.**