

Interpreter Assignment Guidelines

1. Greeting & Registration

This is the initial point of contact for patients and families. Interpreters may assist with greetings, registration procedures, and completion of intake forms as needed.

2. Medical Triage / Dental Triage / Patient Routing

This is expected to be the busiest area, and the majority of interpreters will be assigned here. Interpreters should remain attentive and readily available to assist staff, providers, and patients efficiently.

3. X-Ray

Interpreters assigned to this area should closely follow all provider and staff instructions to ensure patient flow and communication remain efficient.

4. Clinic Area

This is the largest service area. Interpreters should remain visible and accessible in case assistance is needed at a patient chair. Providers will advise interpreters whether they should remain with the patient or if they may step away to assist elsewhere once communication support is no longer required.

5. Pharmacy & Exit

Interpreters will be assigned to support designated areas rather than specific individuals or families. Once a patient completes one stage of the process, they will be escorted by an ambassador to the next area, where another interpreter will provide assistance.

Please ensure that patients are not left unattended or allowed to move through the process unaccompanied.

Coverage Expectations

Interpreters assigned to an area are expected to remain there until properly relieved by another interpreter or reassigned by the coordination team.

Although activity levels may fluctuate throughout the day, interpreter services may still be required at any time. Interpreters are asked to work collaboratively with event staff to ensure continuous coverage and effective communication support across all assigned areas.