

Wellstar Interpreting Services

Interpreters are available at Wellstar 24 hours/day, 365 days/year.
To reach our department, please call

470-793-6846

For information about interpreting in your department or obtaining a device to support video interpreting needs, please visit:

eSource --> Departments --> Interpretation and Translation Services

Interpretation Requests: RequestInterpreter@wellstar.org

Translation Requests: TranslationServices@wellstar.org

The use of appropriate language assistance is mandated by regulatory and accreditation bodies. Wellstar strongly discourages the use of family members or friends to assist with communication needs, as this practice presents a liability to Wellstar and jeopardizes communication accuracy, patient safety, and quality of care. Medical interpreters are credentialed members of the Wellstar care team, ensuring the accuracy of clinical information.

Successful Partnerships

Patient Rights	Interpreter Qualifications	Provider Responsibilities
Access to language interpretation services and other auxiliary aids and services, at no cost	All ASL interpreters are nationally certified	Do not use family members/friends (especially children) to interpret
Effective communication via onsite, telephonic or video interpretation – determined by the patient	All interpreters proficient in medical terminology and body systems	Do not ask or require patients to bring or provide their own interpreters.
Access to Certified Deaf Interpreters (CDI), when determined necessary by patient or provider	Training and knowledge of professional standards, ethics and protocols	Do not use non-medical smartphone apps like Google Translate
To be treated with respect regardless of national origin, race, gender, or primary language	Awareness of culture in healthcare encounters	Should not ask the interpreter to sign as a witness or provide police with an official statement
To be informed of everything that is said in their presence	Interpreting skills that support the provider-patient relationship	Should engage directly with the patient via eye contact, speaking directly to patient and handing all items and documents to them

**Use of professional interpreters – Improves patient satisfaction – Improves health outcomes
 Increases efficiencies – Reduces treatment time – Lowers readmission rates – Mitigates risk
 Complies with state and federal laws – Provides patients with equal access to healthcare**

