

# Cognitive Screening Tips: Language Line

## Language Line

Language Line Solutions is an on-demand over the telephone interpretation service available to AHS staff to use with their clients. The phone number is **1-866-874-3972**. You will need to enter your client ID, which is unique to each AHS site. Speak with your manager or AHS Interpretation and Translation Services to obtain your ID. For more information go to the Interpretation and Translation Services Insite page.

## Tips for completing a cognitive screen using language line:

- Use a speaker phone and place it between you and the client.
- Make note of the interpreter's name and ID # and include it in your chart note to have record of the interpretation.
- Ask the interpreter to introduce themselves to the client and vice versa. This is an opportunity to ensure they can both hear and understand each other.
- Explain to the client that you will be asking the questions and the interpreter will interpret them.
- Look at the client and speak directly to them, instead of to the phone/interpreter.
- If there is a sound quality issue, ask the interpreter if they are experiencing the same and if they can check the sound quality on their end.
- Explain to the interpreter that you are doing a standardized cognitive screen and so precise and concurrent interpreting is important.
- Ask the interpreter to inform you if the client asks for something to be repeated or asks for clarification.
- Note that it may take longer for the interpreter to say what you said due to the grammar and syntax of the client's language.
- The interpreter will stay on the line for up to 30 minutes if there is an interruption (example: client needs to use the washroom).
- Check with the interpreter about potential cultural bias that may have arisen as a result of the translation process.