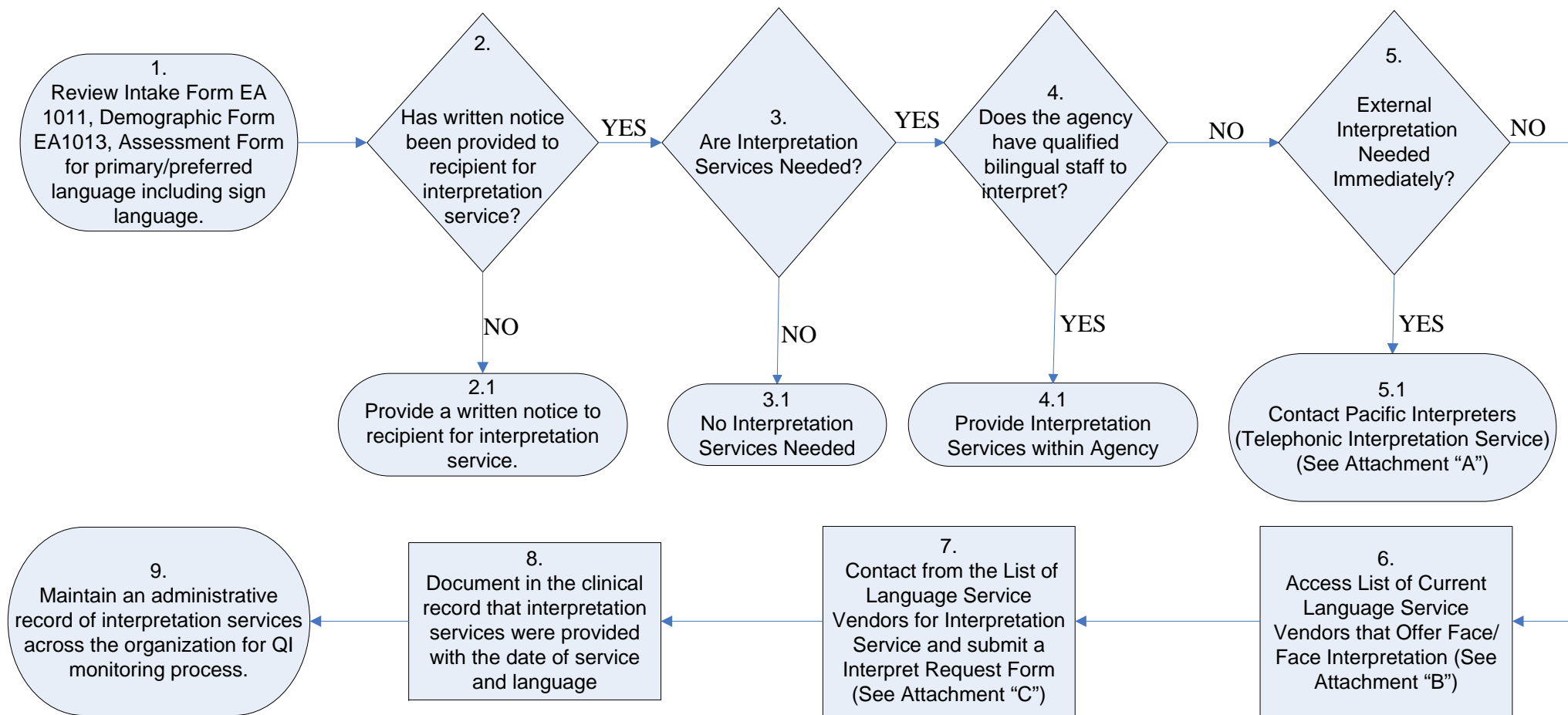


Interpretation Service Flow Chart



1. Review Intake Form EA1011, Demographic Form EA1013, and Assessment form to identify primary preferred language other than English) including sign language.
2. Has a written notice been provided to recipient for interpretation service? Please refer to Provider Manual Section 3.23
- 2.1 Please provide a written notice to recipient regarding interpretation service to determine if interpretation services are needed.
3. Are interpretation services needed?
- 3.1 Interpretation services are not needed.
4. Do you or someone within your agency are qualified to interpret in the primary preferred language (other than English) including sign language?
- 4.1 Interpretation services will be provided by a staff member of the agency who is qualified to interpret.
5. Does the case manager or counselor need an interpreter immediately?
- 5.1 Contact Pacific Interpretation for immediate telephonic interpreting service.
6. Access the list of current language service vendors who offer interpretation services to decide which vendor to contact.
7. Contact a language service vendor to set up the date and time for the interpretation services and submit the Interpret Request Form the Language Service Vendor.
8. Document in the clinical record that interpretation services were provided with the date of service and the type of language
9. Maintain an administrative record of interpretation services provided for QI process.