

UMASS: Instructions for Interpreters

The procedure for working with UMass is DIFFERENT from the procedure for working with our other clients, so **please read and follow the steps below**. Do NOT skip steps. And remember—the Language Bank office staff is always available to help if you have any questions--call us at 603-410-6183 whenever you need to!

Appointment Duration:

- UMass appointments are expected to last a full two hours (2) and may encompass more than one patient. **Do not expect to leave immediately after seeing a single patient**. For example: if the original appointment is scheduled for half an hour, the UMass staff may assign up to an additional 1.5 hours of work.

Step 1: Arrival

- Please make every effort to be on site at least 15 minutes *before* an appointment is scheduled to begin (it will help you with the parking and the size of the campus).
- Make sure that your Language Bank badge is visible while on site.

Step 2: Telephone Check In With UMass Interpreter Services Dispatching

As soon as you are on site, call UMass Interpreter Services Dispatching at **508-334-7651 or 774-441-6793 or, from any hospital phone, Extension 1-6793**. Inform the office who you are, which appointment you are there to fill, and how the office will best be able to contact you during your stay at the UMass site (this will almost certainly be your mobile number.). Please remember: **UMass has the right to reassign you to one or more different appointments within your agreed upon service time. Do not worry if you are asked to see a different patient than you originally expected to see, they are a busy hospital and have many patients in need.**

Step 3: Pick Up an Encounter Form

UMass has what they refer to as an “Encounter Form.” These forms **must** be picked up on site at any of the Drop Box locations, see below.

Step 4: Interpretation

Provide interpretation services.

Step 5: Fill Out the Encounter Form & CALL Language Bank

- Fill out each and every part of the Encounter Form completely. **Do not skip any sections**.
- Call Language Bank at 603-410-6183 and talk to a C.S.C. or other office staff person and go through the form. **This phone call is not optional**. It is vital that the forms be filled out completely and correctly, and the C.S.C.s and other office staff are expecting to help interpreters with these forms.

Step 6: Drop Off the Encounter Form. DO NOT TAKE IT WITH YOU!

UMass Encounter forms should **NEVER** be taken from UMass sites, photocopied, faxed, or in any other way reproduced or removed from any of the client’s campuses. As soon as you’ve confirmed with

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someone in the Language Bank office that the form is complete, drop it off in one of the lock boxes available at the following locations:

University campus:

- Interpreter Services Office: hospital Level A, Room HA-313.
- Emergency Room: ED main entrance. Greet/Information desk (specifically between where the Greeters and the UMass State Police sit at the desk). The box is labeled "Interpreter Services Encounter Forms".
- ACC Building: Main lobby, by the Information desk where the Valet staff sits.

Memorial Campus:

- Emergency Room: The drop box is located at It is located at the ER Nurses station behind the secretary desk.

Hahnemann Campus:

- Interpreter Services Office: Room HA 2.008. Near main hospital entrance.
- Psychiatric Treatment Center (PTRC), 26 Queen Street, Worcester.
- Encounter form should be left with the unit secretary

Step 7: Contact UMass Interpreter Services Dispatching

- As soon as you have dropped off the encounter form, please call UMass Interpreter Services Dispatching at **508-334-7651 or 774-441-6793 or, from any hospital phone, Extension 1-6793**.
- **Their office may have another appointment for you to fill.** If that is the case, contact Language Bank to inform us of the new request and return to Step 3: Pick Up an Encounter Form.
- If UMass Interpreter Services Dispatching has no other appointments for you to immediately fill, leave site knowing you've done a great job and you've been a huge help both to Language Bank and the populations we serve. Thank you!