

The Massachusetts Medical Society

Directory of Medical Interpreter and Document Translation Services

Because the Massachusetts Medical Society recognizes the importance of effective communication between physicians and patients, we are providing this resource to physicians who seek to access medical interpretation or document translation services and/or require more information on educational programs regarding cultural and language barriers.

- An interpreter is someone who listens to one language and then speaks it in another or uses sign language.
- A translator is someone who changes the written word from one language to another.

Understanding that the cost of interpreters and translators can be more than the reimbursement for health care services, MMS continues to support legislation that would require payers, such as MassHealth, to reimburse providers for interpreter services. To date, such legislation has not passed however MMS will continue to advocate its passage.

This information is intended to serve as a general resource. No recommendation or endorsement by the MMS for the individual(s) or service(s) listed is expressed or implied. This information does not constitute legal advice. The MMS is not responsible for the recommendations of or the quality of the work provided by any of the parties listed.

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I. Regulations and Guidelines regarding Use of Interpreters and Translators:

Title VI of the Civil Rights Act of 1964 prohibits those who receive federal funding, including providers of Medicaid and Medicare Services, from discriminating on the basis of a person's national origin, including the language he or she speaks. Consequently, physicians who participate in Medicaid, Medicare, or any other federally funded program must ensure meaningful access to those programs for *all* individuals with limited English proficiency by providing oral language assistance. Additionally, hearing impaired patients may be considered disabled under the Americans with Disabilities Act (ADA), such that physicians are required to make reasonable accommodations to provide patients with meaningful access to care.

For details on federal regulations and guidelines regarding:

Limited English Proficiency (LEP):

American Medical Association <http://www.ama-assn.org/ama/pub/category/11828.html>

The United States Office for Civil Rights <http://www.hhs.gov/ocr/lep/guide.html>

Americans with Disabilities Act of 1990 (ADA) and Hearing Interpreters:

The American Medical Association's in-depth explanation of the ADA

<http://www.ama-assn.org/ama/pub/category/4616.html>

The ADA, "Business Connections": <http://www.usdoj.gov/crt/ada/business.htm>

[Talk to an ADA Specialist](#) (800) 514-0301 voice or (800) 514-0383 TTY

MMS members may contact:

- The MMS Office of the General Counsel (800) 322-2303 for more detailed information and referrals to private practice attorneys regarding their responsibilities under federal and state law.
- The MMS Physician Practice Resource Center (800) 322-2303 for assistance with issues relating to the business-side of your practice.

II. Information to Consider When Choosing an Interpreter or Document Translation Service:

- Do you need a translator or an interpreter?
 - An interpreter is someone who listens to one language and then speaks it in another or uses sign language.
 - A translator is someone who changes the written word from one language to another.
- How do I know if an interpreter or translator is competent in medical terminology?
 - Interview or investigate the service to find out what training and experience the interpreters and translators have in the medical field.
- What type of certification process, if any, have the medical interpreters or translators completed?
 - There is no universal certification process currently available for medical interpreters or translators. Neither Massachusetts nor the federal government currently certifies language interpreters or translators.
- Depending on your practice, is a phone or video system more cost effective than having a medical interpreter travel to your location?
- What cultural issues might affect the type of medical interpreter service a patient will benefit from the most?
- If the patient does not show up for the appointment, do you still have to pay for the service?

III. Resources for medical interpretation and written translation:

American Translators Association <http://www.atanet.org/onlinedirectories/>

Provides translation services

225 Reinekers Lane, Suite 590
Alexandria, VA 22314
Telephone (703) 683-6100
Fax (703) 683-6122
Email: ata@atanet.org
Web site: www.atanet.org

Catholic Charities Community Interpreter Services

Provides interpretation and document translation services

To request a packet of information including rates and interpreter request forms, e-mail:
cis_request@ccab.org

Community Interpreter Services
75 Kneeland St -8th Floor
Boston, MA 02111
(617) 451-7979
(617) 350-4809, ext. 4810, ext. 4811

Cross Cultural Communication Systems

Provides in-person interpretation and document translation services

Woburn, MA:
800 West Cummings Park
Suite 3800 - 3900
PO Box 2308
Woburn, MA 01888-0508
Telephone: 781.729.3736
Fax: 781.729.1217
888-678-CCCS (out of State)
Website: <http://www.cccsorg.com/index.html>

Nashua, NH:
PO Box 733
Nashua, NH 03060

Cross Cultural Health Care Program

Resources for Cross Cultural Health Care is a national network of individuals and organizations in ethnic communities and health care organized to offer technical assistance and information on

linguistic and cultural competence in health care. Particular areas of expertise amongst members, staff, and consultants include medical interpretation program design and training, cross cultural assessment and training, and development of linguistically and culturally competent health care programs, policies, and laws, especially Medicaid managed care policy and Title VI enforcement. Services include program design, policy development and analysis, research, and community advocacy. Through a variety of mechanisms, this non-profit organization provides critical expertise and assistance in the design and delivery of health services for culturally diverse communities.

Resources For Cross Cultural Health Care

8915 Sudbury Road,

Silver Spring, MD 20901

Telephone: 301-588-6051

Email: RCCHC@aol.com

Website: <http://www.xculture.org/resource/resources/index.cfm>

Cyracom

Provides document translation services and over-the-phone interpretation services

Telephone: 800-481-3289

E-mail: support@cyracom.com

Website: <http://www.cyracom.net/Default.aspx?PageId=1>

ExitCare

Provides electronically produced discharge information, patient education, and prescription writing needs.

MedQuest, LLC

8665 Eagle Point Blvd.

Lake Elmo, MN 55042

Telephone: 800-694-6669, ext 1 for Sales

Email: sales@exitcare.com

Website: <http://www.exitcare.com/>

Language Line Services

Provides over-the-phone, video interpreting and document translation services

1 Lower Ragsdale Dr, Bldg 2

Monterey, CA 93940

Telephone: (800) 752-0093

Email: prodinfo@languageline.com

Language-Link Communications

Provides interpretation and document translation services

45 Royal Little Drive
Providence, RI 02904
Telephone: 401-331-4798
800-345-2135
Website: <http://www.language-link.com/index.htm>

Massachusetts Medical Interpreters Association (MMIA)

Provides links and contact information for interpreter and translator services
The Massachusetts Medical Interpreters Association (MMIA) is a non-profit organization committed to equal access to quality health care for all people and to the advancement of professional medical Interpreters.

MMIA
750 Washington Street
NEMC Box 271
Boston, MA 02111-1845
Email: MMIAML@AOL.com
Website: <http://www.mmia.org/>

NetworkOmni

Provides over-the-phone or in-person interpretation, video remote interpreting for American Sign Language and document translation services

NetworkOmni Multilingual Communications
4353 Park Terrace Drive
Westlake Village, CA 91361
Toll-Free: 800-543-4244
Main: 818-575-2863
Fax: 818-735-6305
Email: support@networkomni.com, sales@networkomni.com
Website: <http://www.networkomni.com/>

Pacific Interpreters

Provides over-the-phone and on-site interpretation, document translation and consulting services

Pacific Interpreters, Inc.
520 SW Yamhill
Suite 320
Portland, OR 97204
General Inquiries: (800) 311-1232
Sales Department: (800) 324-8060
E-mail: sales@pacificinterpreters.com
Website: www.pacificinterpreters.com

Prime Language Interpreters

Provides over-the-phone, on-site interpretation and document translation

101 Pleasant St. Suite 206
Worcester, MA 01609
Telephone (866) 770-0026

Website: Primelanguageinterpreters@primelanguageinterpreters.com

IV. Online Dictionaries

English-Spanish Dictionary of Health Related Terms

<http://www.ucop.edu/cmhi/spandictionary.shtml>

*Published by The California-Mexico Health Initiative: California Policy Research Center,
University of California, Office of the President*

1950 Addison Street, Suite 203

Berkeley, CA 94704

Telephone: 510-643-6243

Fax: 510-642-7861

Email: cmhi@ucop.edu

Website: www.ucop.edu/cmhi

Focused Medical Spanish

This site has been established to provide valuable FREE assessment tools to health care professionals who are charged with treating non-English speaking persons in the acute medical setting. These assessments are intended for all levels of Spanish proficiency, but especially for those with little or no Spanish language skills. Assessments are provided in written format (with pronunciation) or audio and/or can be used with a PDA or MP3.

<http://medspanish.med.unr.edu/>

YourDictionary.com (formerly A Web of On-Line Dictionaries)

Web portal specializing in languages

Website: yourDictionary.com

Note: Online translators can not produce a perfect translation of written documents. While online translators may convey the general sense of the original, they are not a substitute for a competent human translator.

V. Continuing Medical Education Opportunities and Other Training Information related to Language and Cultural Issues in Medicine:

California Health Care Safety Net Institute (SNI)

SNI is dedicated to fostering quality improvements and system innovations in California's public hospitals and health care systems. To do this, SNI connects public hospital systems with research, training, education and best practices to help them improve care for those who need it most.

70 Washington Street, Suite 310
Jack London Square
Oakland, CA 94607
Telephone: (510) 874-7102
Fax: (510) 874-7111
Email: sni_info@caph.org
Website: <http://www.safetynetinstitute.org/>

Cross Cultural Health Care Program

Recognizing the diversity and the different ways to health, the mission of the Cross Cultural Health Care Program is to serve as a bridge between communities and health care institutions to ensure full access to quality health care that is culturally and linguistically appropriate.

8915 Sudbury Road
Silver Spring, MD 20901
Telephone: (301) 588-6051
Contact: Julia Puebla Fortier
Website: <http://www.xculture.org/training/index.html>

Culturesmart

Culturesmart is a privately held organization that has been specializing in medical interpreting since 1991. We devote our work to reducing language and cultural barriers to quality healthcare. We offer a series of consulting services and customized training solutions that seek to improve communications between providers and their culturally and linguistically diverse patients.

67 Federal Avenue
Quincy, MA 02169
Telephone: (617) 890-1111
Email: info@culturesmart.org
Website: http://www.culturesmart.com/other_workingeffectively.php

Harvard Pilgrim Health Care Foundation

Launched in January 2004, The Institute for Linguistic and Cultural Skills (ILCS) was created to achieve a Harvard Pilgrim Health Care Foundation objective to reduce health disparities. ILCS provides specific services to health care and community-based organizations and the linguistically and culturally diverse communities they serve.

Harvard Pilgrim Health Care
93 Worcester Street
Wellesley, MA 02481
Telephone: (888) 888-4742
Website:

http://www.harvardpilgrim.org/portal/page?_pageid=213%2C193335&_dad=portal&_schema=PORTAL&SMSESSION=NO

Massachusetts Medical Society

Learn the latest clinical advances, best practices in patient care, and proven practice-management techniques in four formats -- online, live conferences, home study, and Journal-based.

Link to course on cultural diversity:

<http://www.massmed.org/Content/NavigationMenu2/CulturalDiversity/default.htm>

860 Winter Street
Waltham MA 02451
Telephone: (800) 322-2303
Email: continuingeducation@mms.org.

The National Council on Interpreting in Health Care

A multidisciplinary organization based in the United States whose mission is to promote culturally competent professional health care interpreting as a means to support equal access to health care for individuals with limited English proficiency.

270 West Lawrence Street
Albany, NY 12208
Email: info@NCIHC.org
Website: www.ncihc.org

The American Medical Association

The AMA offers a kit, "*Working Together to End Racial and Ethnic Disparities: One Physician at a Time*" includes tools to help physicians eliminate gaps in health care based on race and culture."

515 N. State Street
Chicago, IL 60610
Telephone: (800) 621-8335
Website: <http://www.ama-assn.org/ama/pub/category/15774.html>

VI. Translated Documents and Other Translation Resources:

Massachusetts Department of Public Health Fact Sheets

http://www.mass.gov/dph/cdc/factsheets/foreign_languages.htm

Massachusetts Department of Public Health Resource List

Medical Translation Resources

<http://www.geocities.com/Paris/Louvre/2967/medical.html>

Links to Medical Glossaries (English), Medical Glossaries (Spanish), General Medical Resources, Bilingual, and Multilingual Dictionaries.

The Translator's Home Companion

<http://www.lai.com/lai/companion.html>

This site provides access to and information on online glossaries, translation software and engines, translation agencies, other translation products, a directory of translators, and more. As its title suggests, it is intended to be an all-around resource for translation information on the web. It is strongest on European languages, but features non-European languages as well. The site is a product of Language Automation, a company that provides multilingual services for web sites.

Multilingual Health Resources and Translated Health Promotion Material

Search engines - Many internet search engines have options for searching sites in specific languages. Look around on the search engine's home page for something like "language" or "preferences."

Google.com - One of the best search engines as of December 2000. At <http://www.google.com/preferences> the user can choose from amongst 26 languages. Alternate fonts may be necessary for some languages.

Yahoo.com

<http://www.yahoo.com/>

scroll down Yahoo's home page to find Yahoo in other countries. As of 12/00, countries featured were Mexico, Korea, India, Singapore, China, Japan, Taiwan, Argentina, Brazil, Canada, Hong Kong, Denmark, France, Germany, Italy, Norway, Spain, Sweden, UK and Ireland. Clicking on these will bring you to a Yahoo menu that includes health sites, or to a page saying you need to be able to view a particular writing system in order to use the site. This, of course, will be true of most sites that use something other than the Roman alphabet.

AIHA Multilingual Document Library

<http://www.aiha.com/english/health/transmat/index.cfm>

The American International Health Alliance (AIHA) provides hundreds of health promotion materials in the languages of the former Soviet bloc, including eastern and central European and central Asian languages. Many are full-text, for others sources are provided. There are 577 items in Russian alone. Alternate font capabilities may be required for some materials.

Diabetes Australia Multilingual Internet Resource

<http://www.multilingualdiabetes.org/healthpros/healthpros.htm>

Materials on numerous diabetes subjects in Arabic, Hindi, Chinese, Thai, Vietnamese, Ukrainian, Turkish, Italian, Greek, and Indonesian.

Medicinatv

<http://www.medicinatv.es/>

Spanish language site that links to 10,000 health-related sites.

Multicultural Health Communication Service

<http://www.mhcs.health.nsw.gov.au/health-public-affairs/mhcs/>

From New South Wales, Australia. Translated health promotion materials on over 30 topics in languages that include Arabic, Chinese, Croatian, English, Italian, Korean, Macedonian, Portuguese, Russian, Spanish, Thai, Turkish, Vietnamese, and probably others. No non-Roman fonts are needed because the documents are scanned. Display quality varies.

Multilingual Health Education Net

http://www.healthtrans.org/cgi-bin/doc_user.exe

Canadian site sponsored by the British Columbia Ministry of Health, the Department of Canadian Heritage, the Vancouver Foundation, and the Partner Agencies. Materials in Chinese, Farsi (Persian), Hindi, Korean, Somali, Vietnamese, English, French, Italian, Punjabi, and Spanish.

National Asian Pacific Center On Aging

<http://www.napca.org/helpforhealth.html>

Materials on Medicare, Medicaid, managed care, and long-term care in Chinese, Korean, Tongan, Vietnamese, Samoan, and Tagalog.

NOAH: New York Online Access to Health

<http://www.noah-health.org/>

A bilingual English and Spanish web site providing hundreds of online health promotion brochures in English and Spanish.

National Women's Health Information Center

English: <http://www.4women.gov/>

Spanish: <http://www.4women.gov/spanish/index.htm>

U.S. Government-approved women's health information

Nutritional Education for New Americans Project

<http://monarch.gsu.edu/nutrition/download.htm>

Provides nutrition information in 37 languages including two types of Kurdish and several African, South Asian, and east European languages.

Patient Education for University of Utah Health Sciences Center Directorio de Recursos/Resources Directory

<http://www.med.utah.edu/pated/handouts/indexspan.cfm>

Numerous patient education materials in Spanish.

Tuberculosis Resources from Ethnomed

<http://www.hslib.washington.edu/clinical/ethnomed/tb/tb.html>

This service of University of Washington Libraries includes materials on TB in Vietnamese, Spanish, Cambodian, Somali, and other Southeast Asian and East African languages.

Office for Civil Rights Fact Sheets

Office for Civil Rights Translated/Alternate Format Documents

Includes brochures in the following languages or formats: Braille, Cambodian, Chinese, Electronic, Korean, Laotian, Large Print, Multi-Languages, Spanish, Tagalog, Vietnamese.

One pamphlet offered is *Your Rights Under Title VI of the Civil Rights Act of 1964*.

Website: <http://www.hhs.gov/ocr/factsheets/>