

Interpreters are a covered benefit for MHS and NHP members

Please instruct interpreters to bill MHS

Connecting Cultures

Spanish, Hmong
PO Box 262
Little Chute, WI 54140
(920) 303-1667

Global Languages

Hmong
PO Box 20742
Greenfield, WI 53220
c/o David Hecker

Hmong American Connection

Hmong, Laotian, Vietnamese
6001 W Center St, #208
Milwaukee, WI 53210
(414) 875-9210

International Institute of Wisconsin

All languages (including American Sign Language)
1110 N Old World Third St
Milwaukee, WI 53203
(414) 225-6220
iiw@execpc.com

The Sign Language Group

1478 Kenwood Center
Menasha, WI 54952-1161
(920) 720-3046

International Translators

Spanish, Russian, Hmong, Laotian, German, French, Farsi, American Sign Language, European Sign Language

720 Bodart St
Green Bay, WI 54301
(920) 430-7812

510 E Wisconsin Ave
Appleton
(920) 380-0980

Jewish Family Services

Russian, Hebrew
1300 N Jackson St
Milwaukee, WI 53202
(414) 390-5800
www.jfsmilw.org

Language Source

All languages
10425 W North Ave, #322
Wauwatosa, WI 53226
(414) 607-8766
pager: (414) 201-0014
langsource@aol.com

Professional Interpreting Enterprise

American Sign Language, TDD relay, Deaf/Blind, statewide
6510 W Layton Ave, #2
Milwaukee, WI 53220
(414) 282-8115
www.pieinc-wi.com

Southern Wisconsin Interpreting & Translation Services (SWITS)

Most languages
218-1/2 E Walworth Ave
Delavan, WI 53115
(262) 740-2590
www.swits.us

Spanish Center of Kenosha & Walworth Counties

Spanish
5900 11th Ave
Kenosha, WI 53140
(262) 657-2160

Vietnamese Multiple Services

Vietnamese
3680 S 104th St
Greenfield, WI 53228
(414) 543-3127

United Translators

German, French, Farsi, Bosnian, Arabic, Hebrew, American Sign Language
3701 E Evergreen Dr, #200,
Appleton, WI 54913
(920) 884-6641
1600 Shawano Ave, #200
Green Bay, WI 54303
(920) 968-0040

Wausau Area Hmong Association

Hmong, Lao, Vietnamese
1109 6th St
Wausau, WI 54401
(715) 842-8390

Western Bilingual

Spanish, Russian, American Sign Language
3111 W National Ave
Milwaukee, WI 53215
(414) 672-6088

Working with Interpreters

If you have a patient who needs or would like an interpreter, MHS will pay for these services. For help locating an interpreter in your area, call MHS Member Services at (414) 345-4646 or (888) 713-6180.

Family and friends are not the same as a professional interpreter

Family members and friends are more likely to modify what the patient has actually said in their effort to be helpful. Relying on these types of interpreters may mean that a provider is violating Title VI of the Civil Rights Act of 1964. Title VI regulations guarantee individuals with limited English proficiency (LEP) any language assistance they need to guarantee a meaningful access to health and social services that receive any form of federal funding.

Here are suggestions to help you communicate with your patient through an interpreter:

- ▶ Don't depend on children or other relatives and friends to interpret.

- ▶ Allow enough time for the interpreted sessions.
- ▶ Avoid jargon and technical terms.
- ▶ Keep your utterances short, pausing to permit the interpretation.
 - ▷ One longer sentence or three or four short ones, and then stop in a natural place to let the interpreter pass your message along. The interpreter may need to hear the whole sentence before she can even start to interpret it.
- ▶ Ask only one question at a time.
- ▶ Be prepared to repeat yourself in different words if your message is not understood.
 - ▷ If a response doesn't seem to fit with what you said, repeat what you said in different words.
- ▶ Check to see if the message is understood.

Remember – the interpreter is there to do more than interpret for the patient. Their job is to help facilitate communication between you and your patient.