

Language Line

Supersedes: 02-01-00

Effective: 10-31-14

Dispatch Operations has access to an interpreter service through Qwest Communications. This service is a valuable resource to Telecommunicators attempting to process requests for service from callers who do not speak English. Interpreting in over 150 languages, Qwest Communications will allow 9-1-1 call takers to conference in an interpreter when they receive an emergency call from a caller who does not speak English.

1. Upon receipt of an emergency call from a non-English speaking caller, the Telecommunicator shall attempt to determine the language the caller speaks.
2. If there is no one immediately available to act as translator and the nature of the emergency can not be quickly determined, the call shall be entered into the CAD system with the TYPE Code "UNKEMS".
3. Qwest can be contacted by utilizing the VESTA Auto-Dial feature ("Special Services-Interpreter Service") or by calling 1-877-790-3111. When the operator answers, the Telecommunicator should tell the operator which language the caller speaks.
4. Once on the line, the translator shall be used to determine the nature of the emergency and provide prearrival instructions when indicated.
5. Given the multi-cultural population that we serve, Boston EMS personnel will frequently encounter patients who are unable to communicate in English. In cases where a Field unit has access to a telephone; is able to determine the patient's language; and has a patient stable enough to delay transport and use translator services, the Dispatch Operations Center may be contacted to establish a conference call with the interpreter service.