

HEALTH SERVICES POLICY & PROCEDURE MANUAL

North Carolina Department Of Correction
Division Of Prisons

SECTION: Patient's Rights

POLICY # AD IV-6

PAGE 1 of 3

SUBJECT: Access to Foreign Language Translation

EFFECTIVE DATE: January 2012
SUPERCEDES DATE: December 2007

PURPOSE

To provide instructions to staff regarding directions in accessing foreign language translation services.

POLICY

Inmates unable to understand English shall have access to health care procedures explained by a translator or translation service provided by the Department.

PROCEDURE

Accessing Foreign Language Interpreters

Foreign language interpreters will be available 24 hours a day, 7 days a week as per the following:
Propio Language services can be accessed by calling 1-888-804-2044. This information must be provided to the Propio Language Services in order to process calls. Propio Services the following must be provided:

1. Use of a two-way speaker phone for the call to allow staff and inmate to hear interpreter.
2. Select language as prompted
3. Provide your name.
4. Provide the **4 digit Facility account Number** to the operator. (See page 3of 3)
Provide **Staff ID Number** (ABC01, CBA01, etc) to the operator.
5. Provide inmates OPUS #
6. Complete and submit complete form "Telephone Interpreter Service Log" sheet to facility accounting section for verification of invoice amount.

Tips for a successful call:

1. Before setting up the call, write down the questions that need to be answered and have available for reference during the call.
2. Speak in the first person, as you would in a normal conversation
2. Ask only one question at a time to the interpreter.
3. Limit phrases to no more than what can be said in one breath.
4. Use the interpreter's time wisely.



2/14/12

Paula Y. Smith, M. D., Director of Health Services

Date

SOR: Director of Social Work, Director of Nursing

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ATTACHMENT

Telephone Interpreter Service Log – Propio Language Services

Facility Name: _____ **Facility Number:** _____

Inmate Name: _____ **OPUS Number:** _____

Employee Name: _____ **Staff ID:** _____

Interpreter staff ID: _____ **Date/Time of Call:** _____

Date/Time of call: _____

Length of call – minutes: _____

Language used: _____

Reason for call: _____

Emergency: YES _____ NO _____

Comments on Propio Language Services _____

****SUBMIT TO ADMINISTRATIVE OFFICER/ACCOUNTS PAYABLE SECTION AT YOUR PRISON UNIT****

Telephonic Interpreting

203
sent e-mail

Getting Connected



Dial **1-888-804-2044**

Select language as prompted

Provide the following information:

- You are calling from Acct# [See list below](#)
- Your Name
- Your Staff ID#
- Inmate OPUS#

Location	Acct#	Location	Acct#	Location	Acct#
Albemarle Correctional	8580	Foothills Correctional	8720	Orange Correctional	8240
Alexander Correctional	8870	Forsyth Correctional	8430	Pamlico Correctional	8850
Avery/Mitchell Correct.	8680	Fountain Correctional for Wm	8020	Pasquotank Correctional	8740
Bertie Correctional	8880	Franklin Correctional	8215	Pender Correctional	8150
Bladen Correctional	8315	Gaston Correctional	8515	Piedmont Correctional	8500
Brown Creek Correctional	3510	Greene Correctional	8140	Polk Correctional	8980
Buncombe Correctional	8675	Harnett Correctional	8805	Raleigh Correctional for Wm	8030
Cabarrus Correctional	8510	Haywood Correctional	8640	Randolph Correctional	8445
Caldwell Correctional	8625	Hoke Correctional	8320	Robeson Correctional	8340
Caledonia Correctional	8305	Hyde Correctional	8180	Rutherford Correctional	8655
Carteret Correctional	8110	Johnston Correctional	8230	Sampson Correctional	8345
Caswell Correctional	8415	Lanesboro Correctional	8865	Sanford Correctional	8360
Catawba Correctional	8555	Lincoln Correctional	8525	Scotland Correctional	8860
Central Prison	8100	Lumberton Correctional	8365	Southern Correctional	8600
Charlotte Correctional	8530	Marion Correctional	8730	Swannanoa Womens Correct.	8635
Columbus Correctional	8355	Maury Correctional	8875	Tabor Correctional	8885
Craggy Correctional	8630	Morrison Correctional	8930	Tillery Correctional	3320
Craven Correctional	8085	Mountain View Correct.	8855	Tyrrell Prison Work Farm	8070
Dan River Prison Work Farm	8080	Nash Correctional	8710	Wake Correctional	8265
Davidson Correctional	8420	NC Correctional for Wm	8010	Warren Correctional	8290
DOP Admin. Bldg./Telecom.	8016	Neuse Correctional	8060	Wayne Correctional	8175
Duplin Correctional	8125	New Hanover Correctional	8170	Western Youth	8905
Durham Correctional	8210	North Piedmont for Wmn	8090	Wilkes Correctional	8665
Eastern Correctional	8400	Odom Correctional	8310		