



TRANSLATOR/ESCORT

Process

- Volunteers should arrive by 4:30 am or 11:30 am and be ready to work by 5:00 am or 12:00 pm for shift 1 and 2 respectively.
- A brief training/orientation for the first ½ hour of each shift will be provided by the Lead.
- Volunteers will provide basic translation for all providers.
- If a patient case is complicated, translator/escort volunteers can follow the patient through the process. Do not follow the patient to the waiting area as you will be needed to continue to translate.
- Please assure that there is at least one translator in each area and 3 or 4 on the clinic floor to help clinicians.
- A translator book of terms will be provided by NM MOM.
- All Translator/Escorts need to wear a green vest so they can be easily identified.

PLEASE BE FLEXIBLE and THANK YOU for participating today.