

Why use Interpreter Services?

Michigan Medicine's interpreter services department has been ensuring full access to quality care for over 20 years. Our team of interpreters are certified, medically trained, and highly skilled. This service is:

- Free
- Confidential
- Available 24/7



Doctors coming by without an interpreter?

We know doctors have busy schedules, but it's important that they understand your thoughts regarding your care. Please ask that they page 31019 to contact interpreter services so that they can schedule an in-person or virtual (Zoom) sign language interpreter.

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It is also your right to ask any provider to come back later with an interpreter. You should not feel pressured to use friends or family as interpreters because the doctors are here now. In fact, the Joint Commission recommends against it.

Interpreter Services



734-936-7021



interpreterservices@med.umich.edu



<https://www.uofmhealth.org/support-services/interpreter-services>



Patient Rights



After discharge

We will make sure that your chart has American Sign Language listed as your primary language, and that you need an interpreter for future appointments.

If you need to make any last minute appointment changes, please email:

LS-Deaf-Terp@med.umich.edu



Useful Phrases

While staying in the hospital, there may be some short interactions with your nurse or other providers where you would rather not wait for an interpreter. In order to help you communicate with your care team, here are some common phrases you can point to, to help them understand your needs.



I want to order a meal.

Where is the food I ordered?



I want to move to the chair.

I want to move to the bed.

I want to be repositioned in bed.



Please inform the doctor that I have some questions.

When will I go home?



I would like some medication to control my pain.

My pain level is:

1	2	3	4	5
6	7	8	9	10



I don't understand what you are saying. **Please come back with an interpreter.**

Please come back later. I don't want to talk to anyone/discuss anything right now.

I need to use the bathroom.

I want to shower/bathe.

Please use a clear mask so that I can lipread/understand you better.

I need my hearing aids.

I need my dentures.

I need my reading glasses.