

Title: Use of the Language Line Phone Translation Service
Document HHRI-ITS-SOP-810
Revision: 1.0
Effective Date:02-03-21

Contents

CONTENTS	1
REVISION HISTORY	1
APPROVALS.....	1
PURPOSE	1
SCOPE.....	2
REFERENCES.....	2
DEFINITIONS.....	2
RESPONSIBILITIES	2
PROCEDURE	2
ATTACHMENTS	3

Revision History


Date	Version	Author	Comments
02-01-21	1.0	A Tooley & J Banchor	

Approvals

Date	Name	Title
02-02-21	C Nadeau	Manager, Grants & Contracts

Purpose

Describes the implementation and use of the Language Line Phone Translation Service

 HennepinHealthcare Research Institute		Standard Operating Procedure	
Title: Use of the Language Line Phone Translation Service			
Document HHRI-ITS-SOP-810	Revision: 1.0	Effective Date:02-03-21	

Scope

All HHRI staff.

References

Document Number	Document Title
N/A	N/A

Definitions

Term	Definition
LanguageLine	Vendor responsible for providing translation services

Responsibilities

HHRI Purchasing – manage billing services

HHRI Project Coordinator - Assist in trouble-shooting any issues identified by HHRI Purchasing or HHRI IT regarding HHRI account numbers identified on the procurement PO for this process

HHRI PIs/project staff - correctly associating relevant research projects account numbers to their work with Language Line (i.e.: updating account numbers when turning over due to change in budget period, etc.)

Procedure

1. Language Line phone services are available for HHRI studies.



Title: Use of the Language Line Phone Translation Service

Document HHRI-ITS-SOP-810

Revision: 1.0

Effective Date:02-03-21

2. The study team will need to submit a Purchase Order to HHRI Purchasing prior to using the service to ensure LanguageLine is prepared to properly bill the project.
3. HHRI PIs or their delegates who wish to use the Language Line service, it can be accessed by calling (800) 878-8523.
4. When the translator comes online, they will request a "Department or Account code". User should provide one of the five-digit HHRI cost center/account codes previously authorized with the service request.
5. The translator will then be available to provide translation services.
6. At the conclusion of the session, end the session and close the app.
7. The session will be billed to the cost center/account code provided at a minute by minute rate set by the vendor, Language Line.

Attachments

NONE