

Research Studies with Patients whose Preferred Language is *Other* than English requiring Interpreter Signature on Consent form

Working with an interpreter during:

- Initial encounter: To discuss patient's interest in participating in research study.
 - Call does not require signature of any type
 - Connect to an over-the-phone interpreter by calling **410-614-4685** Option #1, then select the language (24/7)

- Second encounter: Research Study consent.
 - Encounter requires patient and interpreter signature*
 - Video call is not required but available, though in limited languages
 - Schedule video or phone interpreter thru *Language Services* 410-614-4685 Option #2 or JHMInterpretations@jhmi.edu (M-F 7a-7p). Preferably 24 hours prior to appointment.
 - Information needed to schedule an interpreter:
 - Patient Language
 - Patient name; MRN; DOB
 - Date/Time of encounter
 - Approximate length of encounter (in minutes)
 - Department / location
 - Cisco Webex or Zoom link
 - Type of signature needed*
 - Indicate which pages require signature (page #)
 - Attach Consent form

- Additional encounters: Research study follow ups with patient.
 - Call does not require signature of any type
 - Connect to an over-the-phone interpreter by calling **410-614-4685** Option #1, then select the language (24/7)

Interpreter signatures (*):

- Documents requiring a “*wet signature*” (requestor will request interpreter address at the end of the encounter. Mail the document along with a prepaid return envelope using the address provided by the interpreter. Interpreter will sign, and mail back promptly):
 - This service is available for Spanish, Arabic, Mandarin, and Russian
 - Korean, ASL, Nepalese and French are contingent to interpreter availability
 - Other languages are not available for this type of signature requirement

- Documents requiring a scanned or picture copy of signature page(s):
 - Interpreter will print form, sign, scan or take a picture and email back to the requestor
 - This service is available for Spanish, Arabic, Mandarin, Russian, Nepalese, Korean, ASL and French

- Service in other languages is contingent to interpreter availability and not guaranteed

When to expect “signed form” returned:

- Documents requiring a “*wet signature*”:
 - Once the interpreter receives the envelope with documents - post encounter, he/she will sign, place documents in the prepaid envelope and mail by next day. Arrival will depend on type of postage and mail delivery determined by the requestor.
- Documents requiring a scanned or picture copy of signature page(s):
 - Interpreter will print, sign, scan and email back to the requestor by the end of the day of the encounter or at latest next business day.

Interpreter wait time:

- Interpreter will wait 15 minutes past the scheduled time for the session to start. If the session does not initiate within that timeframe, the interpreter will disconnect and the session will be cancelled.