

Doula Resource Guide of Medical Interpretation Services Offered at Southeastern Michigan Hospitals



Counties included in this guide include:
Genesee, Ingham, Jackson, Lapeer, Livingston, Macomb, Monroe,
Oakland, Washtenaw, and Wayne Counties.

Introduction

Doulas receive specialized training in a number of areas so they can best assist their clients. However, this training does not include medical interpretation training. Though some doulas may have advanced language skills that allow them to work with clients who speak various languages, this does not mean that hospital staff can or should rely on doulas as medical interpreters.

All hospitals are required under federal law to offer interpretation services to Limited English Proficiency (LEP) patients. Not only are these services in the best interest of the patients, but they are also in the best interest of the hospitals.

A wide body of research shows that providing language assistance services to LEP patients is medically and financially advantageous for hospitals. Language barriers associated with inadequate communication regarding diagnosis and treatment result in higher incidences of medical errors and drug complications that cost hospitals millions of dollars. Interpretation services improve health care access and quality.

Background

Title VI of the Civil Rights Act of 1964 prohibits organizations that receive federal money from discriminating against persons based on race, national origin or color. Hospitals are covered under this act because they receive federal money through the Medicaid and Medicare programs. Title VI requires hospitals to ensure that all individuals have meaningful access to their programs and services. Thus, hospitals must provide LEP persons with interpretation and translation services so that they, like English-speakers, can access the hospital's services. To comply with Title VI hospitals can hire bilingual staff, staff interpreters, or contract with qualified outside in-person or telephonic interpreter services.

As a follow up to Title VI, Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency," was passed in 2000. This Executive Order requires Federal agencies to examine the services they provide, identify any need for services to those with limited English proficiency (LEP), and develop and implement a system to provide those services so LEP persons can easily access them.

Generally, it is not acceptable for agencies or recipients to rely upon an LEP individual's family members or friends to provide the interpreter services. In rare emergency situations, the agency or recipient may have to rely on an LEP person's family members or other persons whose language skills and competency in interpreting have not been established. Proper agency or recipient planning and implementation is important in order to ensure that those situations rarely occur.

How to Use This Guide

This guide is meant to assist bilingual and monolingual doulas in identifying medical interpretation services so they are not the only person providing interpretation services.

This guide is organized alphabetically by county. Within each county if there is more than one hospital the hospitals are listed alphabetically. Each entry offers a short description of the services the hospital offers, the best way to access these services, and the contact information for the hospital. If you notice there is a hospital missing, or that some information is incorrect please email info@DoulasCare.org with the updated information.

Remember as doulas a major part of your role is providing clients with information. So please make sure your clients are aware of interpretation services available to them so that they obtain the best service possible.

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Genesee County

Hurley Medical Center

Hurley Medical Center currently does not offer any translation services.

Contact Information

Hurley Medical Center
One Hurley Plaza
Flint, Michigan
Phone: 1-810-257-9000

McLaren Regional Medical Center

McLaren Regional Medical Center has a partnership with CyraCom, an over the phone translation service. CyraCom offers medical interpreters in various languages and is provided free of charge to patients.

If a patient or family member needs an interpreter they should contact the main hospital number and someone will connect them with an over the phone interpreter.

Contact Information

McLaren Regional Medical Center
401 S. Ballenger Hwy.
Flint, MI 48532
Phone: 1-810-342-2000

Ingham County

Ingham Regional Medical Center

Ingham Regional Medical Center has a partnership with Voices for Health, an independent interpreter company. Voices for Health offers over-the-phone interpreters as well as face-to-face translation services in over 100 languages. Phone services are available 24 hours a day, 7 days a week and are provided free of charge for the patient.

If a patient or family member needs an interpreter they should contact any hospital staff member or one of the nursing supervisors who can arrange for the proper type of interpreter.

Contact Information

Ingham Regional Medical Center
401 W. Greenlawn
Lansing, MI 48910
Phone: 517-975-6000

Sparrow Health System

Sparrow Health System has a partnership with Language Service Associates, an independent interpreter company. Language Service Associates offers over-the-phone interpretations services in over 190 languages. Phone services are available 24 hours a day, 7 days a week and are provided free of charge for the patient.

If a patient or family member needs an interpreter they should contact a hospital staff member who will contact a representative in Service Excellence at 517-364-3935 to arrange for an over-the-phone interpreter.

Contact Information

Sparrow Hospital
1215 E. Michigan Avenue
Lansing, Michigan 48912
Phone: 517-364-1000

Service Excellence
Phone: 517-364-3935

Jackson County

Allegiance Health

Allegiance Health offers qualified healthcare interpreters for patients and their families. Services are available 24 hours a day, 7 days a week. Additionally, they provide sign language interpreters and hearing assistance technology for those who are deaf and hearing impaired. All interpreter and language services are provided free of charge.

If a patient or family member needs an interpreter or hearing assistance they can notify their doctor so that services are scheduled for their appointments, notify admitted personnel when checking in, notify a healthcare provider any time during their stay, or contact Patient Support Services at 517-788-4740.

Contact Information

Allegiance Health

205 N. East Ave

Jackson, MI 49201

Phone: 571-788-4800

Patient Support Services

Phone: 517-788-4740

Lapeer County

Lapeer Regional Medical Center

Lapeer Regional Medical Center offers interpreter services for people who are deaf or hard of hearing. They have both TTY phones and they also have a partnership with Communication Access Center, an independence interpretation service. Communication Access Center is available during regular business hours and also has an emergency after hours number. All interpreter and language services are provided free of charge to patients.

If a patient or family member needs an interpreter or hearing assistance they can notify a doctor or nurse upon arrival who will either get a TTY phone or contact the Communication Access Center. Additionally, a patient can call in advance and talk to someone at the main hospital number to set up these services in advance.

Contact Information

Lapeer Regional Medical Center
175 N. Main
Lapeer, MI 48446
Phone: 1-810-667-5500

St. Joseph Mercy Livingston Hospital

St. Joseph Mercy Livingston Hospital has a partnership with Language Line Services, an independent interpreter company. Language Line Services offers over-the-phone interpretations services in over 170 languages. Phone services are available 24 hours a day, 7 days a week and are provided to clients free of charge.

If a patient needs an interpreter they should tell any hospital staff member who will arrange for an over- the-phone interpreter.

Contact Information

St. Joseph Mercy Livingston Hospital
620 Byron Road
Howell, MI 48843
Phone: 517-545-6000

Mount Clemens General Hospital

Mount Clemens General Hospital has a partnership with Language Line Services, an independent interpreter company. Language Line Services offers immediate over-the-phone interpretations services in over 170 languages. Phone services are available 24 hours a day, 7 days a week and are provided to clients free of charge.

If a patient needs an interpreter they should tell any hospital staff member who will arrange for an over-the-phone interpreter in the correct language. Additionally, a patient can call in advance and talk to someone at the main hospital number to set up these services in advance.

Contact Information

Mount Clemens General Hospital
1000 Harrington Blvd.
Mount Clemens, MI 48043
Phone: 586-493-8000

Saint John Macomb-Oakland Hospital, Macomb Center

Saint John Macomb-Oakland hospital has a partnership with an outside interpreter company that provides in-person translation as well as over-the-phone interpretations services in various languages including American Sign Language. Phone services are available 24 hours a day, 7 days a week and are provided to clients free of charge. Whenever possible the hospital tries to arrange for in-person translators.

If a patient needs an interpreter they can tell a hospital staff member upon arrival at the hospital who will arrange for over-the-phone interpretation. Additionally, if a patient calls the main hospital number in advance the hospital will arrange for an in-person translator to meet the patient at the hospital.

Contact Information

Saint John Macomb-Oakland Hospital, Macomb Center
11800 E. 12 Mile Rd.
Warren, MI 48093
Phone: 586-573-5000

Mercy Memorial Hospital System

Mercy Memorial Hospital System has a partnership with Optimal Phone Interpreters, an independent interpreter company. Optimal Phone Interpreters offers immediate over-the-phone interpretations services in over 150 languages. Phone services are available 24 hours a day, 7 days a week and are provided to clients free of charge. In addition, the hospital also has staff members fluent in various languages that they use whenever possible for in-person translations.

If a patient needs an interpreter they should tell any hospital staff member who will arrange for an over-the-phone interpreter, or hospital staff member to translate.

Contact Information

Mercy Memorial Hospital System
718 North Macomb Street
Monroe, MI 48162
Phone: 734-240-8400

Beaumont Hospital, Royal Oak

Beaumont Hospital, Royal Oak had a partnership with Certified Language International, an independent interpreter company. Certified Languages International offers over-the-phone interpretations services in over 150 languages. Phone services are available 24 hours a day, 7 days a week and are provided to clients free of charge.

If a patient needs an interpreter they should tell any hospital staff member who will arrange for over-the-phone interpretation in the correct language. Patients can also call ahead of time to set up interpreter services in advance.

Contact Information

Beaumont Hospital, Royal Oak
3601 W. 13 Mile Road
Royal Oak, MI 48073
Phone: 248-898-5000

Beaumont Hospital, Troy

Beaumont Hospital, Troy has a partnership with Language Line Services, an independent interpreter company. Language Line Services offers over-the-phone interpretations services in over 170 languages. Phone services are available 24 hours a day, 7 days a week and are provided to clients free of charge. In addition, the hospital also works with Deaf and Hearing Impaired Services Incorporated and Access Language to provide in-person interpreters.

If a patient needs an interpreter they should tell any hospital staff member or nurse who will arrange for an interpreter.

Contact Information

Beaumont Hospital, Troy
44201 Dequindre Road
Troy, MI 48085
Phone: 248-964-5000

Botsford Hospital

Botsford Hospital has a partnership with Language Line Services, an independent interpreter company. Language Line Services offers over-the-phone interpretations services in over 170 languages. Phone services are available 24 hours a day, 7 days a week and are provided to clients free of charge.

If a patient needs an interpreter they should tell any hospital staff member or nurse who will arrange for an interpreter.

Contact Information

Botsford Hospital
28050 Grand Rive Ave.
Farmington Hills, MI 48336
Phone: 248-471-8000

Huron Valley-Sinai Hospital

Huron Valley-Sinai Hospital has a partnership with OnLine Interpreters, an independent interpreter company. OnLine Interpreters offers over-the-phone interpretations services in over 170 languages. Phone services are available 24 hours a day, 7 days a week and are provided to clients free of charge. Additionally, assistance is available for deaf and hearing-impaired patients through Deaf and Hearing Impaired Services Incorporated.

If a patient needs an interpreter they should tell any hospital staff member or nurse who will arrange for over- the-phone interpretation.

Contact Information

Huron Valley-Sinai Hospital
1 William Carls Drive
Commerce, MI 48382
Phone: 248-937-3300

Providence Hospital: Southfield

Providence Hospital has a partnership with Language Line Services, an independent interpreter company. Language Line Services offers over-the-phone interpretations services in over 170 languages. Phone services are available 24 hours a day, 7 days a week and are provided to clients free of charge.

If a patient needs an interpreter they should tell any hospital staff member or nurse who will arrange for an over- the-phone interpreter.

Contact Information

Providence Hospital: Southfield
16001 W. 9 Mile Road
Southfield, MI 48075
Phone: 248-849-3000

St. Joseph Mercy Oakland

St. Joseph Mercy Oakland has a partnership with Certified Languages International, an independent interpreter company. Certified Languages International offers over-the-phone interpretations services in over 150 languages. Phone services are available 24 hours a day, 7 days a week and are provided to clients free of charge.

If a patient needs an interpreter they should tell any hospital staff member who will arrange for over- the-phone interpretation in the correct language.

Contact Information

St. Joseph Mercy Oakland
44405 Woodward Avenue
Pontiac, MI 48341
Phone: 248-858-3000

Washtenaw County

Saint Joseph Mercy Hospital

Saint Joseph Mercy Hospital has a contract with CyraCom, an independent interpreter company. CyraCom offers on-demand over-the-phone medical interpretations services in over 150 languages. Phone services are available 24 hours a day, 7 days a week.

If a patient needs an interpreter they should tell a hospital staff member who will arrange for an over the phone interpreter. Services are provided at all Saint Joseph Mercy Hospital locations and are free of charge.

Contact Information

St. Joseph Mercy Hospital □
5301 McAuley Drive □
Ypsilanti, MI 48197 □
Phone: 734-712-3456

University of Michigan Health Services

The University of Michigan Health Services offers free, high-quality interpretation in over 40 languages from trained, professional medical interpreters.

If a patient needs an interpreter they should tell any hospital staff member who will arrange for an interpreter in the correct language.

Hours:

Office hours are Monday through Friday, from 8:00 am to 8:00 pm, and Saturdays, from 8:00 am to 1:00 pm. During non-office hours, patients may request an after-hours interpreter in most languages by asking UMHS staff. Over the Phone Interpretations services (OPI) is also available in all languages at all hours, in case a regular interpreter cannot be scheduled.

Contact Information

Interpreter Services Program - Main Office
2025 Traverwood Dr., Suite A4
Ann Arbor, MI 48105
Phone: 734-936-7021
Fax: 734-998-2199

University Hospital Office
1500 E. Medical Center Dr.,
Ann Arbor, MI 48109-5059
Phone: 734-936-4000

Wayne County

Beaumont Hospital, Grosse Pointe

Beaumont Hospital, Grosse Pointe has a partnership with an independent over-the-phone interpreter company. Phone services are available 24 hours a day, 7 days a week and are provided to clients free of charge. The hospital also has a list of staff members who speak various languages and can interpret for patients.

If a patient needs an interpreter they should tell any hospital staff member who will arrange for an interpreter. Whenever possible the hospital attempts to match the patient with a staff member for in-person interpretation and the phone service is used a back up.

Contact Information

Beaumont Hospital, Grosse Pointe
468 Cadieux Road
Grosse Pointe, Mi 48230
Phone: 313-343-1000

Garden City Hospital

Garden City Hospital has a partnership with Language Line Services, an independent interpreter company. Language Line Services offers over-the-phone interpretations services in over 170 languages. Phone services are available 24 hours a day, 7 days a week and are provided to clients free of charge. In addition, the hospital has a list of staff member who speak various languages and can serve as an interpreter.

If a patient needs an interpreter they should tell any hospital staff member or nurse who will arrange for an interpreter. The hospital attempts to match patients with staff members on site when possible, and uses the phone service as a backup.

Contact Information

Garden City Hospital
6245 Inkster Road
Garden City, MI 48135
Phone: 734-458-3300

Wayne County cont.

Henry Ford Hospital

Henry Ford Hospital has a partnership with Interpreter Language Line, an independent over-the-phone interpreter company. Interpreter Language Line offers phone services are available 24 hours a day 7 days a week and are provided to clients free of charge.

If a patient needs an interpreter they should tell any hospital staff member who will arrange for an over-the-phone interpreter.

Contact Information

Henry Ford Hospital
2799 W. Grand Blvd.
Detroit, MI 48202
Phone: 313-916-2600

Hutzel Women's Hospital

Hutzel Women's Hospital has a partnership with an independent over-the-phone interpreter company. Phone services are available 24 hours a day, 7 days a week and are provided to clients free of charge.

If a patient needs an interpreter they should tell any hospital staff member or nurse who will arrange for an over-the-phone interpreter in the necessary language.

Contact Information

Hutzel Women's Hospital
3980 John R
Detroit, MI 48201
Phone: 313-745-6000

Wayne County cont.

Oakwood Annapolis Hospital

Oakwood Annapolis Hospital has a partnership with an independent over-the-phone interpreter company. Phone services are available 24 hours a day, 7 days a week and are provided to clients free of charge. The hospital also has a list of staff members who speak various languages and can interpret for patients.

If a patient needs an interpreter they should tell any hospital staff member or nurse who will arrange for an interpreter. Whenever possible the hospital attempts to match the patient with a staff member for interpretation and the phone service is used a back up.

Contact Information

Oakwood Annapolis Hospital
33155 Annapolis St.
Wayne, MI 48184
Phone: 734-467-4000

Oakwood Hospital and Medical Center

Oakwood Hospital and Medical Center has a partnership with CyraCom, an independent interpreter company. CyraCom offers on-demand over-the-phone medical interpretations services in over 150 languages. Phone services are available 24 hours a day, 7 days a week and are provided to patients free of charge. Additionally the hospital has an Interpretation Services department that has on-site interpreters for Spanish and Arabic who are available daily from 8am-4pm.

If a patient needs an interpreter they should tell any hospital staff member or nurse who will contact the Interpretation Services department for patients who speak Spanish or Arabic to arrange for an in-person translator. If the patient speaks another language the staff will arrange for an over-the-phone interpreter.

Contact Information

Oakwood Hospital and Medical Center
18101 Oakwood Blvd
Dearborn, MI 48124
Phone: 313-593-7000

Wayne County cont.

Sinai-Grace Hospital

Sinai-Grace Hospital has a partnership with an independent over-the-phone interpreter company. Phone services are available 24 hours a day, 7 days a week and are provided to clients free of charge.

If a patient needs an interpreter they should tell any hospital staff member or nurse who will arrange for an interpreter.

Contact Information

Sinai Grace Hospital
6071 W. Outer Drive
Detroit, MI 48235
Phone: 313-966-3300

St. John Hospital & Medical Center: Detroit

St. John Hospital & Medical Center has a partnership with Language Line Services, an outside interpreter company. Language Line Services offers over-the-phone interpretations services in over 80 languages with interpreters in over 90 different countries. Phone services are available 24 hours a day 7 days a week and are provided to clients free of charge. In addition, the hospital maintains a list of staff members who can serve as interpreters in various languages. Currently they have over 10 staff members who speak Spanish, though their shifts vary.

If a patient needs an interpreter they should tell any hospital staff member who will arrange for an over-the-phone interpreter or a staff member who speaks the appropriate language. Additionally, a patient can call in advance and talk to someone at the main hospital number to set up these services in advance in visiting a doctor's office.

Contact Information

St. John Hospital & Medical Center: Detroit
22101 Moross
Detroit, MI 48236
Phone: 313-343-4000

Wayne County cont.

St. John River District Hospital: East China

St. John River District Hospital has a partnership with an independent over-the-phone interpreter company. Phone services are available 24 hours a day, 7 days a week and are provided to clients free of charge.

If a patient needs an interpreter they should tell any hospital staff member or nurse who will arrange for an interpreter.

Contact Information

St. John River District Hospital
4100 River Rd
East China Township, MI 48054
Phone: 810-329-7111

St. Mary Mercy Livonia

St. Mary Mercy Livonia has a partnership with Language Line Services, an independent interpreter company. Language Line Services offers over-the-phone interpretations services in over 170 languages. Phone services are available 24 hours a day, 7 days a week and are provided to clients free of charge. In addition, the hospital has an extensive list of staff members who speak various languages and can offer in-person interpretation.

If a patient needs an interpreter they should tell any hospital staff member or nurse who will arrange for an interpreter. Whenever possible the staff attempts to match patients with on site interpreters and the phone system is used as a back up.

Contact Information

St. Mary Mercy Livonia
36475 Five Mile Road
Livonia, MI 48154
Phone: 734-655-4800
