

## INTERPRETER DIRECTORY

An interpreter is someone that interprets information from one language to another verbally or by using American Sign Language (ASL). Translation is written.

### Qualified In-Person American Sign Language (ASL) Interpreters for the Deaf

**231-932-2418 or call 231-714-4978 when interpreters are needed within 24 hours or on nights and weekends**

### Qualified In-Person Interpreters for the Limited English Proficient Patients

#### Spanish

**James Castillo**  
(989) 400-5606

**Gladys Munoz**  
231-883-3782

**Danae Viera**  
(989) 390-4819  
(Grayling Area)

#### Ukrainian

**Yulia Bakunets**  
(231) 463-6416

**Jana Smith**  
(650) 534-4796

#### Russian

No current In-person  
available

To reach an interpreter by phone call **1-833-219-9819**. You can also use this number if you need to call a non-English speaking patient at their home; just give the interpreter the patient's phone number and they will call the patient for you while you are still on the line.

**On Demand Interpreting (ODI) is available on each unit via an iPad or laptop; audio (telephone) is also available on these devices. This method of interpreting should only be used in the following situations:**

- An "in person" interpreter is unavailable.
- You anticipate an appointment will take less than 15 minutes.
- Walk-in appointments.

### Printable translated (written) patient education and forms in several languages.

A link to Translated patient education and forms can be found on the intranet under Tools and Resources>Interpreter/Translation>Translated Patient Education & Forms. If you can't find a form, please contact Language Access Services @ extension 5-5051 or email [PatientRelations-MMC@mhc.net](mailto:PatientRelations-MMC@mhc.net).

### Questions?

Refer to the Interpreter/Translation intranet page under "Tools & Resources" or call the Patient Relations office between 8 AM and 4:30 PM Monday thru Friday at extension 5-5051.