

LEON COUNTY E.M.S.

Standard Operating Guideline

Title: Communications – Language Line
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I. PURPOSE:

Callers requesting Emergency Medical Services may not always be fluent in English. The Leon County Sheriff's Office division of emergency management has subscribed to the *Language Line* service for use with non-English speaking patients.

II. GUIDELINE:

Call-takers, Dispatchers and Controllers in the Leon County EMS Communications Center may utilize the *Language Line* service, if needed.

III. PROCEDURE:

The *Language Line* transfer number is listed above the telephone at every station in the Leon County EMS Communications Center. In the event that a non-English speaking caller needs to be transferred to *Language Line*, the call-taker, dispatcher, or controller making the transfer should remain on the line to receive the information from the interpreter.

The caller's phone number, obtained through caller ID or ANI/ALI, should be documented in the CAD (computer aided dispatch system) prior to initiating the transfer so that contact can be re-established in the event that call is disconnected.

Additionally, it should also be noted in the CAD that the call was transferred to *Language Line* so that the responding crew is aware of the potential language barrier.