

**OKALOOSA COUNTY  
EMERGENCY MEDICAL SERVICES  
STANDARD OPERATING PROCEDURE**

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**Title:** Access to Foreign Language Interpreter  
**Policy:** 125.00  
**Purpose:** To provide OCEMS Personnel with access to an interpreter for cultural and language diversities.

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**Policy:**

This policy explains how to access a foreign language interpreter service by OCEMS personnel through our OCPS Dispatch.

OCEMS Personnel can access a foreign language interpreter by calling 911 and ask to be connected with EMS Dispatch. EMS Dispatch will then connect to the foreign language line who will determine the type interpreter if not known. This is to be used in emergency situations only.

**Accountability and Compliance:**

1. OCEMS personnel are responsible for proper assessment assuring appropriate response to patients with diverse cultural and language needs.
2. OCEMS personnel will document outcomes on the patient care report and notify the destination facility of the need for an interpreter prior to transport.

Policy #: 125.00  
CAAS: 105.02.05  
Author: McGuffin  
Reviewed: Leadership  
Approved: Leadership  
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