



FLS STAR Report: Huntsville Hospital

SITUATION

Foreign Language Services provides translation and interpreting services to Huntsville Hospital's outpatient clinics and staff.

Through credentialed linguists, we provide expert communication, both written and in person, to patients who attend follow up appointments with their medical provider.

"Since 2015, we have been pleased to support Huntsville Hospital by sending interpreters to more than 40 outpatient clinics and by translating forms and brochures for the hospital's Spanish speaking clients," says FLS President Caroline Myers.

TASK

Schedule professional interpreters at more than 40 Huntsville Hospital outpatient clinics. Provide written translation of forms, brochures, instructions, and reports for Huntsville Hospital in Spanish.

ACTION

Maintain daily interpreter schedule to handle communications in Spanish. Frequently arrange interpreting services in Chinese, Japanese, Korean, Creole, German, French, Punjabi, Hindi, Acateco, American Sign Language, Arabic, Russian, and more. Translate any forms needed by the hospital into Spanish for an ever-increasing Spanish speaking clientele.

RESULTS

Through a dedicated team of Spanish interpreters and numerous additional interpreters of various languages, patients and their families have come to rely on FLS linguists to understand diagnoses, therapies, medication instructions, and instructions from Huntsville Hospital medical providers.

Huntsville Hospital Health System Stats

- Core hospital was established in 1895
- Larger system includes:
 - hospitals and clinics in five counties
 - 12,344 employees
 - 1,800 licensed beds
- More than 3,700 FLS appointments in 2019
- More than 10,800 interpreted hours in 2019
- 13 different languages

Contact Caroline Myers or Carolina Coates at 256-881-1120 to learn how FLS can assist you!

flstranslation.com • 3609 A5 Memorial Parkway SW Huntsville, AL 35801 •  

