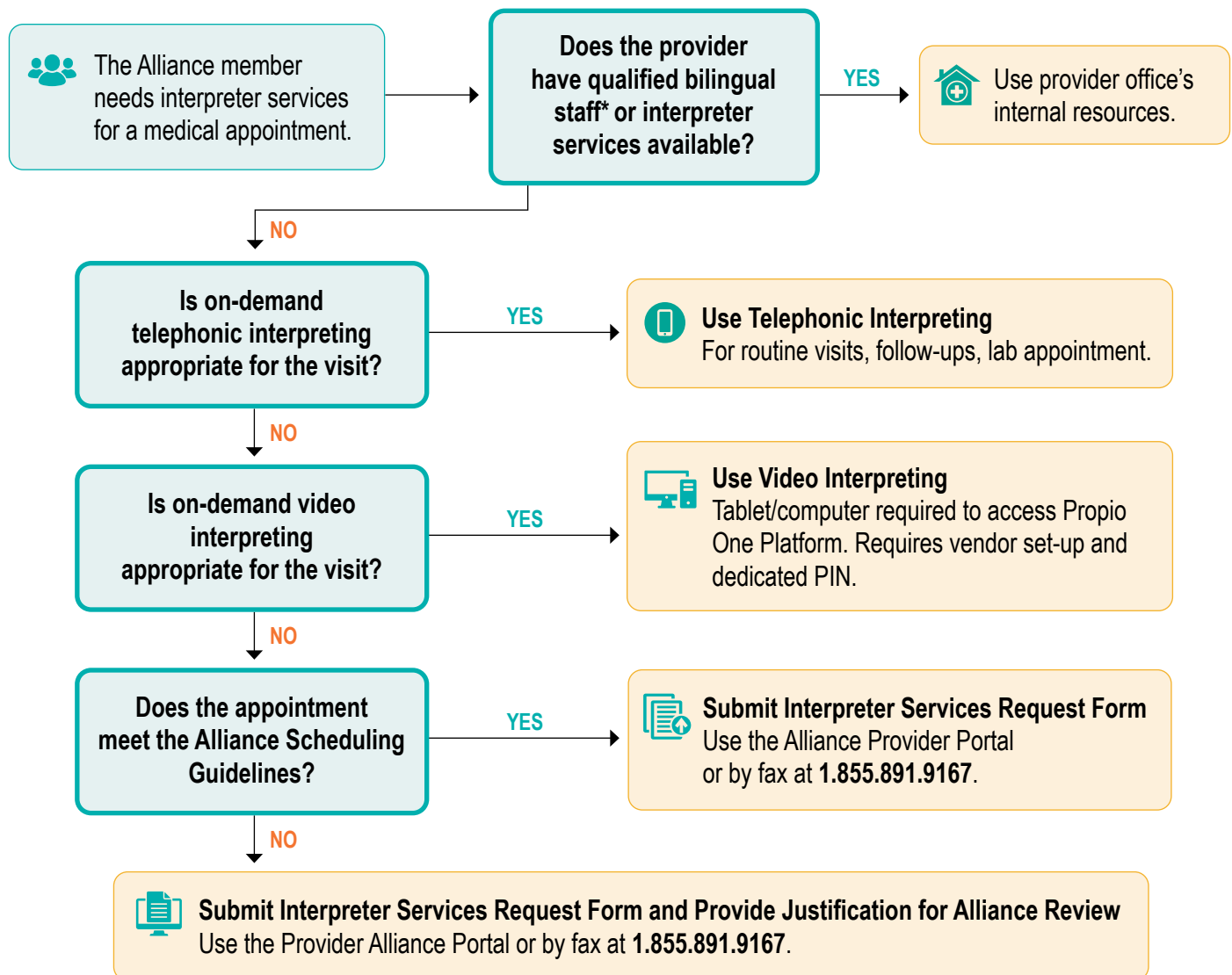


Alameda Alliance for Health Interpreter Services



Interpreter Services Decision Tree

Alameda Alliance for Health (Alliance) created this decision tree for providers to help determine the most appropriate interpreter service for each member encounter. Start with your organization's qualified bilingual staff or interpreter resources when available. If additional support is needed, please follow the pathway to identify the appropriate Alliance interpreter service option.



To access the Alliance Provider Portal, please visit the Alliance website at www.alamedaalliance.org, and click **Provider Portal** in the top-right corner.

**Qualified bilingual/multilingual staff are designated employees who are proficient in English and another language and can communicate effectively, accurately, and impartially with individuals with limited English proficiency (45 CFR § 92.4).*