

Standard Documentation for Interpreter Services

Providing Interpreters for our Limited English Proficiency (LEP) and American Sign Language (ASL) Patients is a regulatory REQUIREMENT

- **Regulatory perspective:**
 - Title VI of the Civil Rights Act of 1964.
 - Section 1557 of the Patient Protection and Affordable Care Act (ACA).
 - Department of Health & Human Services.
 - Guidance Regarding Title VI Prohibition Against National Origin Discrimination Affecting Limited English Proficient Patients.
 - Standards for Culturally & Linguistically Appropriate Services (CLAS).
 - Americans with Disabilities Act (ADA).
 - Important that we must use certified interpreters. Staff can not translate for patients unless the staff member's certification is on file.

MARTTI PowerPoint Presentation

What is MARTTI

- In recognition of the language diversity of the population and to comply with Title III of the Americans with Disabilities Act (ADA) and Section 504 of the Federal Rehabilitation Act of 1973, it is the policy of the facility that patients with special communication needs will be afforded services that ensure effective communication when accessing health care services. RWJBarnabas Health System subscribes to MARTTI.
- **MARTTI** stands for “My Accessible Real-Time Trusted Interpreter” translation service that we utilize to communicate with patients, family members, and guests who's primary and/or preferred language is not English, as well as our Deaf and Hard of Hearing population.

MARTTI PowerPoint Presentation

Interpreter SmartForm

The Interpreter SmartForm is located under the Rooming

Rooming

Visit Info

Vital Signs

Care Everywhere

Allergies

Verify Rx Benefits

Pharmacy

Medication Review

Answer Qnrs

Review Pt QNs

History

Gender Identity/Sexuality

Social Determinants

Goals

Hearing/Vision

Color Vision

Screenings

RWJBarnabas Health MyChart Signup

MyChart Proxy

Interpreter

Time taken: 1033 6/22/2023 Values By

Show: ☐ Row Info ☐ Last Filed ☐ Details

+ Add Row + Add Group

▼ Interpreter Service

Interpreter Needed? Yes No Patient Declined

Restore Close Cancel

Previous Next

Workflow

- The Clinical Staff starts the interpreter service call
- Completes the SmartForm.
- If the Clinical Staff ends the call with the interpreter while waiting for the provider, the provider starts a new call and follows the same steps to document for the service.

Interpreter

Time taken: 1033 6/22/2023 Values By

Show: ☐ Row Info ☐ Last Filed ☐ Details

+ Add Row + Add Group

▼ Interpreter Service

Interpreter Needed?

Yes No Patient Declined

Services Used:

Over the Phone Interpreter Remote Video Interpreter In-Person Interpreter Other

Interpreter Name

Interpreter ID

Language

Spanish Arabic Mandarin Portuguese Hindi Korean Italian Chinese Polish Gujarati Tagalog Other (Comment)

Call Start Time

Call End Time

Service Total Time

Restore Close Cancel

Previous Next

Workflow

When an Interpreter service is needed

- **Navigate to the Rooming Tab**
- **Click on the Interpreter section**
 - **Click the Yes button to expand the form**
 - **Complete the fields**
 - **Services Used**
 - **Interpreter's Name**
 - **Interpreter's ID (Required)**
 - **Language**
 - **Call Start Time**
 - **Call End Time**
 - **Close**

Interpreter

Time taken: 1033 6/22/2023 Values By

Show: ☐ Row Info ☐ Last Filed ☐ Details

+ Add Row + Add Group

Interpreter Service

Interpreter Needed? Yes No Patient Declined

Services Used: Over the Phone Interpreter Remote Video Interpreter In-Person Interpreter Other

Interpreter Name Interpreter ID

Language Spanish Arabic Mandarin Portuguese Hindi Korean Italian Chinese Polish Gujarati Tagalog Other (Comment)

Call Start Time Call End Time

Service Total Time

Restore Close Cancel

Previous Next

SmartPhrase

Using SmartPhrase **.AMBINTERPRETER** will render the current encounter's last instance that was entered on the Interpreter SmartForm into the note workspace.

The screenshot displays the SmartPhrase interface. At the top, a table with two columns, 'Abbrev' and 'Expansion', shows a single entry: 'AMBINTERPR...' and 'RWJBH AMB Interpreter Services'. Below the table, there are 'Refresh (Ctrl+F11)' and 'Close (Esc)' buttons. Underneath the table is a 'My Note' section. This section includes a toolbar with icons for a star, bold text, undo, redo, and other editing functions. Below the toolbar is a text area containing the following text:

Interpreter Needed?: Yes
Services Used:: Over the Phone Interpreter
Interpreter Name: Robert
Interpreter ID: 12345
Language: Portuguese
Call Start Time: 0953
Call End Time: 1054
Service Total Time: 61