TIPS FOR WORKING WITH A QUALIFIED INTERPRETER

WHY SHOULD I WORK WITH A QUALIFIED INTERPRETER?

According to Title VI of the Civil Rights Act of 1964, the Americans with Disabilities Act, and UCSF Health Policy, we are required to make all our services accessible to patients with limited English proficiency (LEP) and patients who are deaf or hard of hearing. Working with qualified interpreters instead of family or friends ensures accurate and unbiased interpretation (read more here). Importantly, qualified interpreters can provide cultural context to ensure patients fully understand what you are saying.

I AM FLUENT IN ANOTHER LANGUAGE. CAN I INTERPRET MYSELF?

Interpreting is a skill that requires training, but you can speak to your patients directly about their care once you pass a language assessment designed for the medical setting. Please email Bilingual@ucsf.edu to set up the language assessment. Once you are certified, you can simply document "Certified Bilingual Clinician" in APeX (this is an option in the rooming flowsheet and the Smartphrase).

HOW DO I DOCUMENT THAT I USED INTERPRETING SERVICES?

Interpreter documentation is required for in-person and telehealth visits (video and scheduled telephone encounters). You will not be able to close the encounter without appropriate documentation. We recommend documenting for all patient-facing encounters.

There are two ways for members on the care team to document interpreting services in APeX for an ambulatory encounter 1. Smartphrase (".interpreter") and 2. rooming flowsheets. Either way is acceptable and anyone on the care team (MA, RN, LVN, APP, MD) can document.

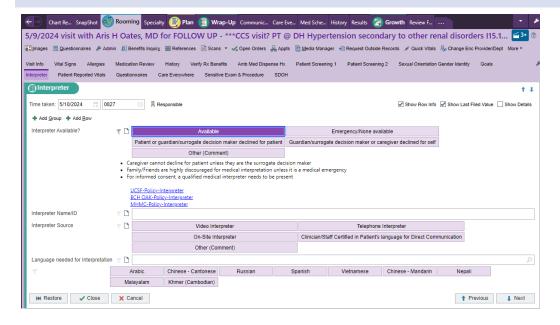
If you copy forward a note, the Smartphrase will need to be entered again (.interpreter) to fulfill the documentation requirement.

SMARTPHRASE: ".INTERPRETER" Yes-Interpreter Used: Yes/No • O Yes - F Yes O No - 🖹 No Interpreter Used: Yes -Source: Source · Language: English O Video Interpreter Interpreter Used: Yes -Interpreter Name/ O Telephone Interpreter Source: On-Site Interpreter On-Site Interpreter Language: English Clinician/Staff Certified in Patient's language for Direct Communication Interpreter Name/ID(Optional) • Other- ***

No-



ROOMING FLOWSHEET



IN PERSON INTERPRETATION IS BEST FOR:

- Delivery of complex diagnosis and care plan
- Cognitive impairment
- End of Life and other Emotionally Difficult Conversations
- Hearing impairment or Speech Difficulties
- · Teaching requiring hands-on instruction

HOW TO WORK WITH AN INTERPRETER EFFECTIVELY

- If possible, let the interpreter know what to expect during the encounter
- · Address the patient, not the interpreter
- Maintain primary eye contact with the interpreter
- Keep a comfortable pace allowing time for interruption
- Teaching requiring hands-on instruction
- Utilize "teach back" to confirm patients understanding of the content

HOW TO ACCESS INTERPRETING & TRANSLATION SERVICES FOR PATIENTS/FAMILIES

ON-DEMAND VIDEO MEDICAL INTERPRETING (VMI)

Use the iPad on the VMI cart or the App on the AIO computers in your clinical area

ON-DEMAND TELEPHONIC INTERPRETING

Call 415.353.2690, option 1, then say the language you need

HOW TO INVITE AN ON-DEMAND INTERPRETER IN A TELEHEALTH VISIT

- 1. Ascertain patient language.
- 2. In a Telehealth visit, start your Zoom meeting, click Participants, then Invite, click Room System, then the Call Out tab.
- 3. Choose the language in the drop-down, and call.
- 4. The interpreter should appear in your Zoom meeting or waiting room.

For more information, visit https://ucsf.app.box.com/v/OnDemandVideoInterpreting

HOW TO REQUEST IN-PERSON INTERPRETER OR DOCUMENT TRANSLATION

To request an in-person interpreter or submit a document translation request, go to Carelinks (https://carelinks.ucsfmedicalcenter.org/)



MORE INFORMATION ON HOW TO REQUEST AN INTERPRETER AND OTHER RESOURCES

Visit Interpreting and Translation Services intranet site at

https://experience.ucsf.edu/department/interpreting-services