

Medical Interpreting On Demand Training

1.1 Medical Interpreting



Medical Interpreting On Demand: Ensuring Effective Communication with Non- English Speaking and Deaf Patients

Review date: March 2025

1.2 Objectives

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- Outline current effective communication resources available
- Identify how to access each resource
- Identify how to use each resource
- Describe how to troubleshoot
- Describe how to submit concerns

1.3 Interpreter on Wheels – Convenient, Fast, Easy to Use

Interpreter on Wheels – Convenient, Fast, Easy to Use



Click image to enlarge

- A new video and audio interpreting system is coming to UC Davis replacing Marti.
- The **“prOpio ONE” (Propio language services)** will be **on iPad Pros** for easy use with patients.
- **There is minimal wait time.** Connect to an interpreter when it is convenient.
- **Select any language:** 300+ are available, including American Sign Language.
- **Calls route to UCDH interpreters first.**
- If no UCDH interpreters are available, calls route to vendor interpreters (video or audio).
- **Meets federal requirements for signing consents** (notate interpreter ID Number in EPIC).

1.4 Highlights of prOpio ONE (Propio language services)

Highlights of prOpio ONE (Propio language services)

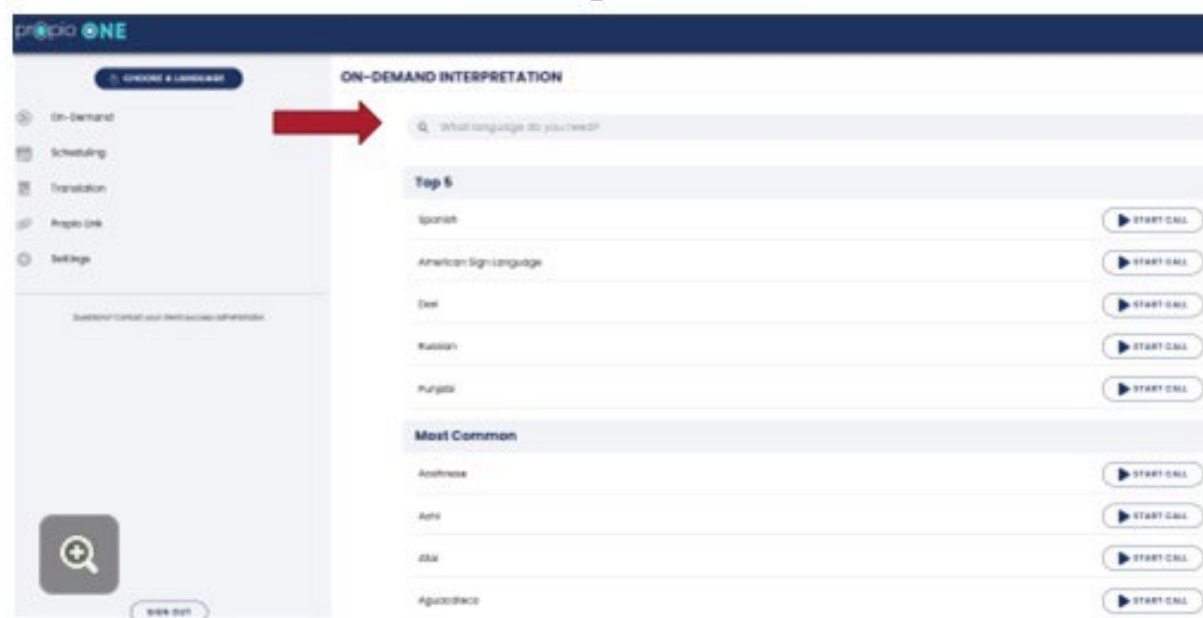
- Faster connection times
- Enhanced user interface
- EPIC integration - when launched via EPIC/the patient's chart. Details are automatically charted.
- Upgraded carts (take up less room, smoother wheels, and a sleeker and modern design)
- A Quick reference guide is available on the Resources section of this module.
- Click next to watch a video on how to get started, troubleshooting tips and more.



1.5 Home Screen

Landing Screen

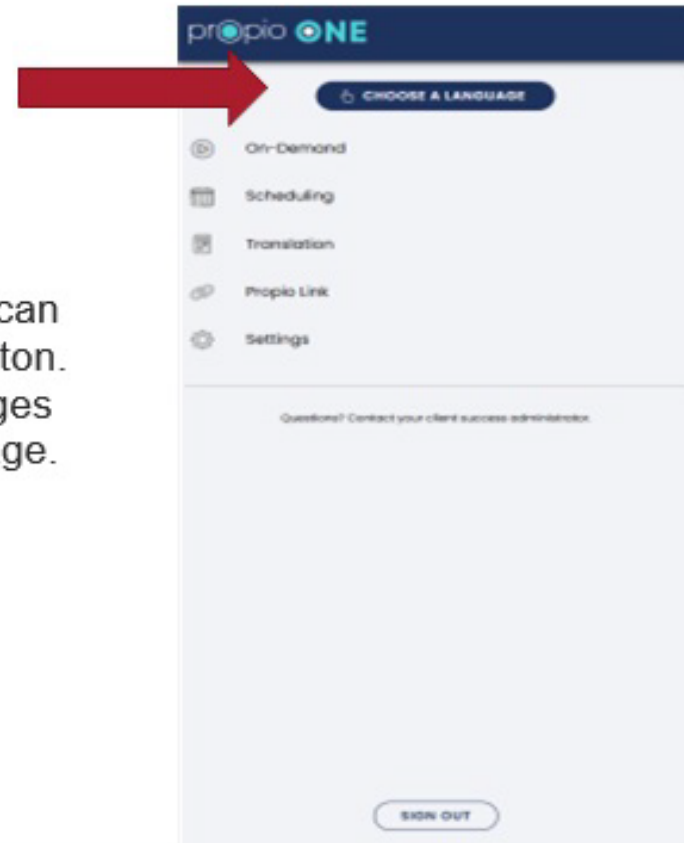
Users can use the “search bar” at the top of search for a language, or scroll through the list.



1.6 Search for a Language:

Search for a Language

If the user does not know what language the patient speaks, they can select the “Choose a language” button. This will give them a list of languages in the native spelling of that language.



1.7 Available interpretation services in English and Native language

Available interpretation services in English and Native language

CHOOSE A LANGUAGE

ON-DEMAND INTERPRETATION


What language do you need?

Available Interpretation Services

English Translation

If you need the assistance of an interpreter at no cost, please select your language.


Shqip Nëse keni nevojë për një përkthyes falas, ju lutem zgjidhni gjuhën tuaj!	Albanian ▶ START CALL	አማርኛ ከተርጓፊ በነ ፖሊሲል፣ ከህግ፣ ለጥያቄ ላይ ያዩኝኑኑ	Amharic ▶ START CALL
Arabic إذا كنت في حاجة إلى مترجم مجاني، أذكر إلى اللغة المطلوبة	▶ START CALL	հայերեն Եթե բանալիք ֆարգանելի անվճար օգնության կարիք ունեց, խնդրում ենք ընտրել Ձեր լեզուն:	Armenian ▶ START CALL
বাংলা আপনার বিনা ব্যয়ে একজন দোভাষীর সহায়তা প্রয়োজন হলে, অনুগ্রহ করে আপনার ভাষা নির্বাচন করুন।	Bengali ▶ START CALL	Bosanski Ako vam je potreban besplatni prevodilac, pokažite na svoj jezik.	Bosnian ▶ START CALL
မြန်မာ သင် စကားပြန်တစ်ဦး၏အကူအညီကို အခမဲ့လိုအပ်ပါက	Burmese ▶ START CALL	Hrvatski Ako vam je potrebna besplatna pomoć tumača,	Croatian ▶ START CALL
Achi	▶ START CALL	Alar	▶ START CALL
Aguacateco	▶ START CALL		▶ START CALL



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1.8 Left-Side Menu

Select the language and click on the video icon of the selected language



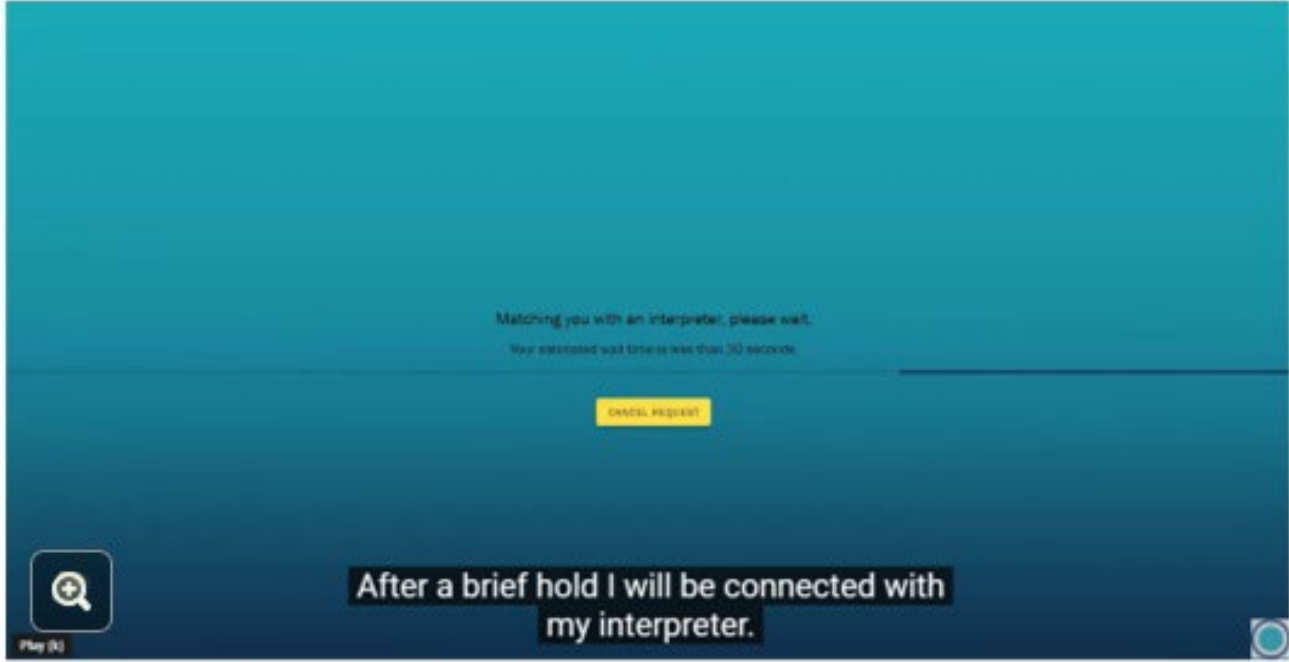
The screenshot displays the PROPIO ONE interface. On the left, a vertical list of languages is shown: Arabic, Assamese, Auto, Czech, Hindi, Italian, Japanese, Korean, Mandarin, and Spanish. Each language has a corresponding video call icon on the right. A red arrow points to the video icon for the selected language, which is highlighted with a blue circle. A text box at the bottom of the interface reads: "Tap the video icon to initiate a video call."

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1.9 Connect to an Interpreter

Connect to an Interpreter



Matching you with an interpreter, please wait.
Your estimated wait time is less than 30 seconds.

CANCEL REQUEST

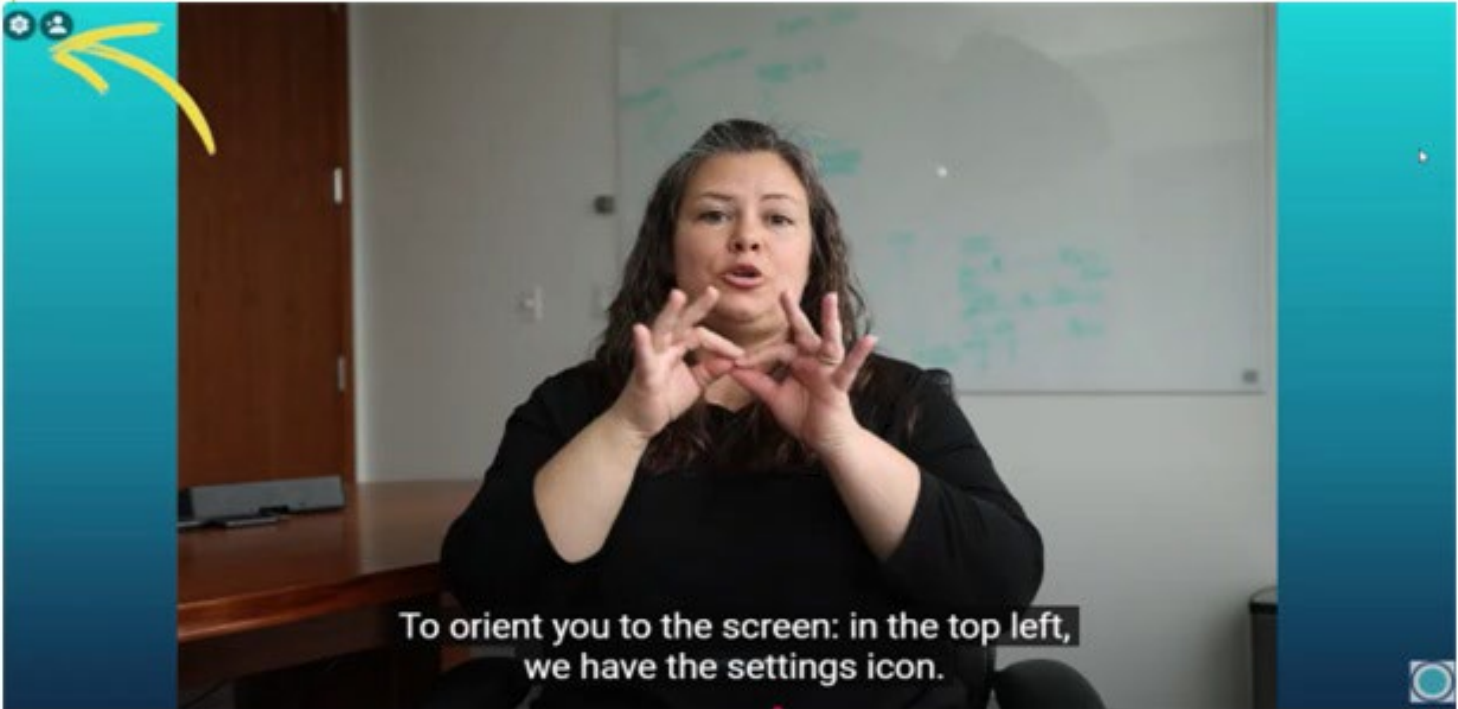
After a brief hold I will be connected with my interpreter.

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1.10 After Call: Rate Your Experience and Submit Feedback

Once on the video call, two icons are available.
(settings and invite others)

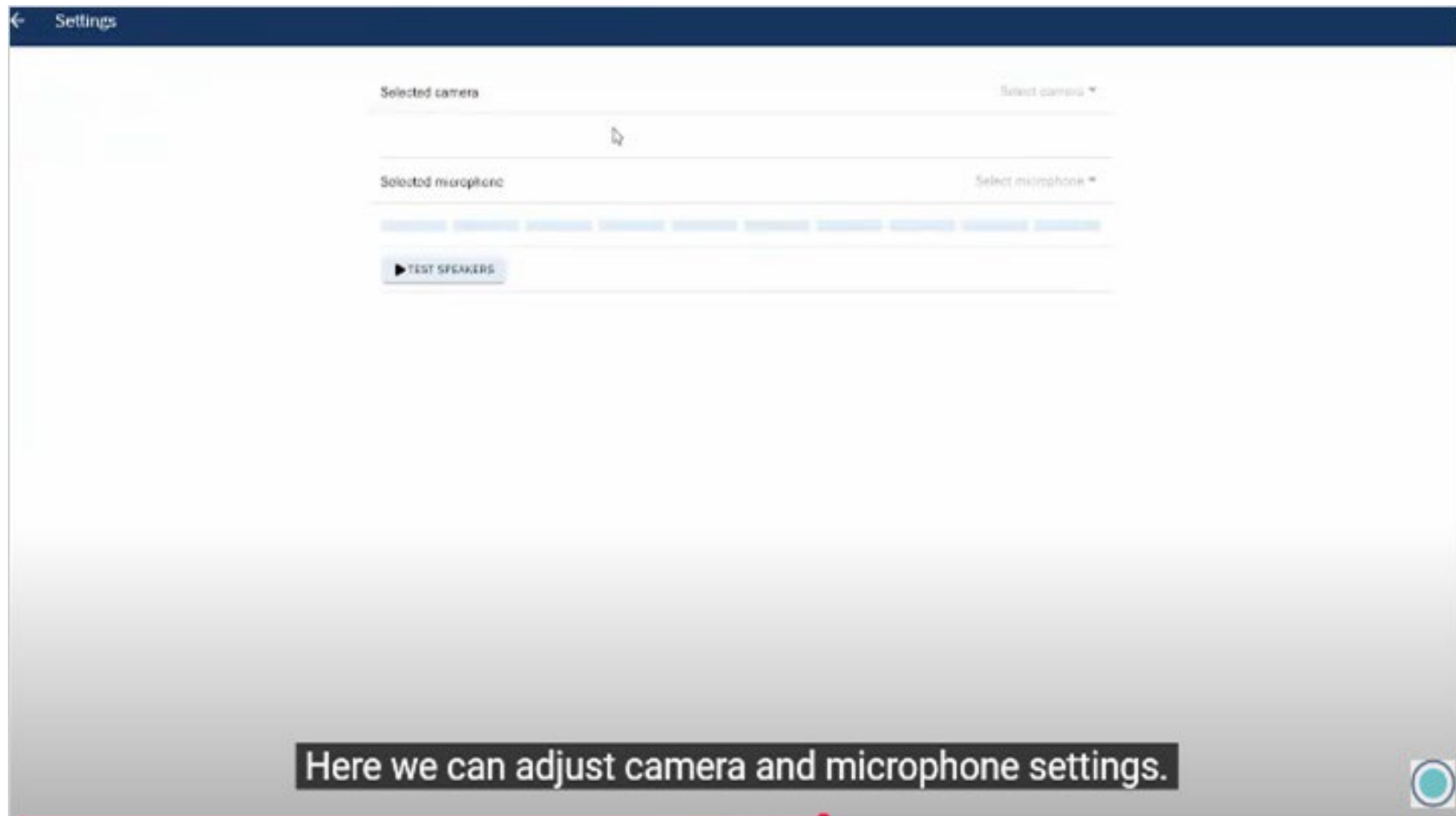


To orient you to the screen: in the top left, we have the settings icon.

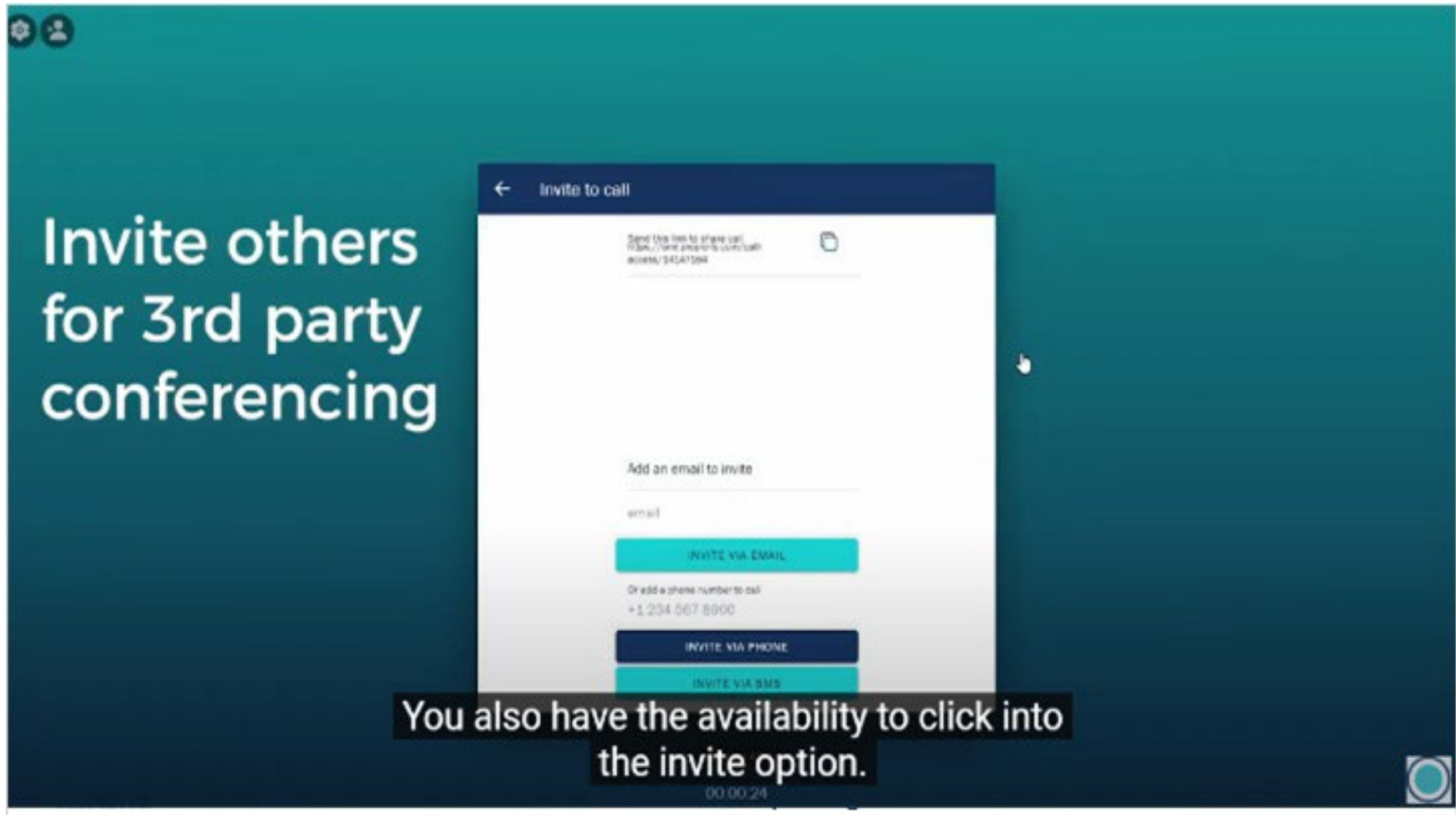
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1.11 Adjust Camera and Microphone



1.12 Invite 3d party into the call



1.13 Documentation

Document interpreter's name or number and language after each encounter per UCDH Policy 2881.

Document in patient's chart:

- **UCDH medical interpreter use** (interpreter's first and last name in progress note).
- **Vendor interpreter use** (vendor interpreter's ID number in progress note).
- **Use of any interpreter when obtaining consent** for one of the following: Consent to Operation, Procedures, Blood Transfusion and Administration of Anesthetics form.
- **When a patient refuses to utilize an interpreter:** state the reason for the refusal, any additional options that were provided to the patient (if applicable), and who interpreted.



1.14 Cleaning

When done, make sure to clean the iPad and return to designated area in your department.

- Clean iPad with **non-bleach cleaner**, such as Oxivir or non-bleach PDI wipes.
- Gently wipe hard, nonporous surfaces, such as the display, keyboard, or other exterior surfaces.
- Let dry for the recommended time per cleaning agent, then wipe down with damp cloth.
- Avoid getting moisture in any opening.



1.15 Language Services Triage Criteria

When deciding which resource and interpreting method to use, consider complexity of the situation.

Telephone interpreting: basic, short, and uncomplicated situations

Video interpreting: intermediate complexity and/or time sensitive; lack of in-person interpreter will not compromise care

In-person interpreting: complex and/or sensitive medical interpreting required



1.16 Telephone Interpreting

Telephone Interpreting

- Provides basic interpreting. Use the telephone for any situation in which the communication is relatively **short and uncomplicated**.
- Use dual handset phones or any telephone. Dial Medical Interpreting Services Dispatch at (916) 734-2321.

For example:

- | | |
|--------------------------|---------------------|
| • Routine return visits | • Blood draws/lab |
| • Social Work – forms | • Form completion |
| • Registration | • Radiology |
| • Triage | • Patient financial |
| • Appointment scheduling | • Patient admitting |
| • Pharmacy refill | |

1.17 Video Interpreting

Video Interpreting

- Provides **intermediate complexity** and/or **time sensitive** interpreting.
- Use for any situation for which a lack of an in-person interpreter will not compromise the care provided.
- Use Video Martti system. Requests in EPIC are required for appointments one hour or longer in duration.

For example:

- | | |
|--------------------|---------------------------------|
| • Procedures | • Patient discharge |
| • Surgeries | • Pharmacy: teaching inpatients |
| • Consents | • Social work assessments |
| • Specialty visits | • New patients |
| • Rehab therapies | • Rounding |

1.18 In-Person Interpreting

In-Person Interpreting

- Provides **complex and/or sensitive** medical interpreting. In-person interpreting is recommended for any situation that requires more involved communication.
- Enter requests for in-person service in EPIC; indicate reason for request and how long the interpreter is needed in comments.
- Video service is a back-up when an in-person interpreter is not available.
- An in-person Spanish interpreter is available on Vocera by asking for “Spanish interpreter.” For after hours, refer to the on-call schedule.
- **For example:**
 - Hearing impaired
 - Mental health/psychiatric issues
 - Disruptive patients
 - Confused patients
 - Family conferences
 - Conscious sedation procedures
 - Sexual assault/trauma
 - Classes/patient education
 - Complex teaching sessions
 - End of life discussions

1.19 Prescheduling and Help

Prescheduling and Help

To pre-schedule an **uncommon language** interpreter, please call MIS dispatch at 4-2321.

For technical assistance with iPads, please call 916-734-HELP.

1.20 References

References

UC Davis Health Policy 2881: Medical Interpreting Services. [https://
ucdavishealth.ellucid.com/documents/view/1768](https://ucdavishealth.ellucid.com/documents/view/1768)