

## 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

### Objectives

- 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)

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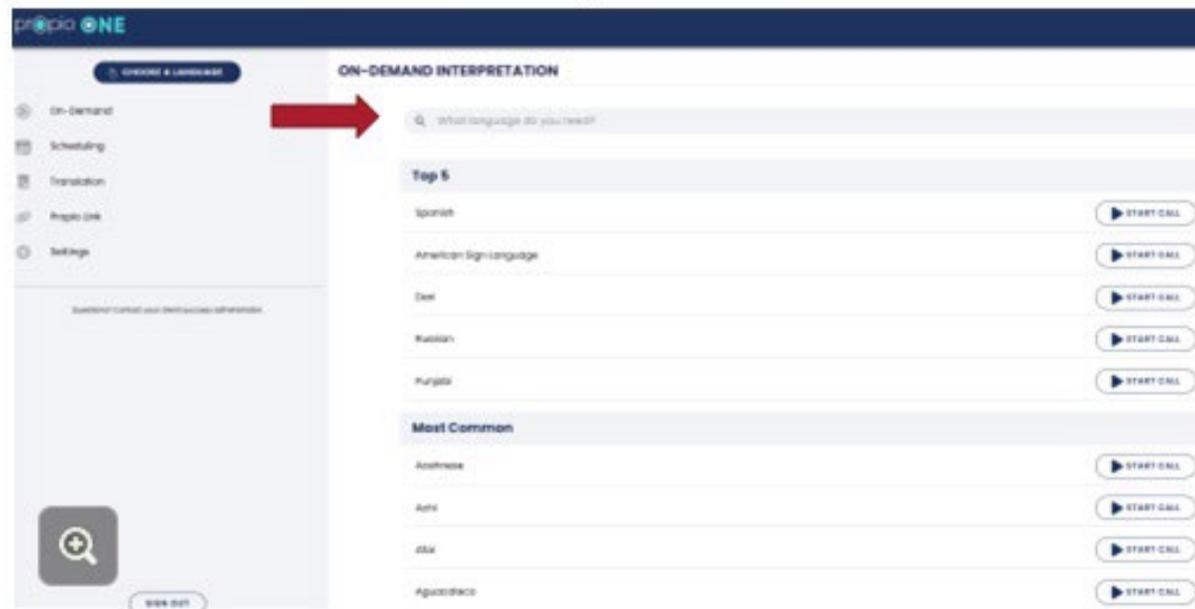
- Faster connection times
- Enhanced user interface
- EPIC integration - when launched via EPIC/the patient's chart. Details are automatically charted.
- Upgraded carts (take up less room, smoother wheels, and a sleeker and modern design)
- A Quick reference guide is available on the Resources section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



## 1.5 Home Screen

### Landing Screen

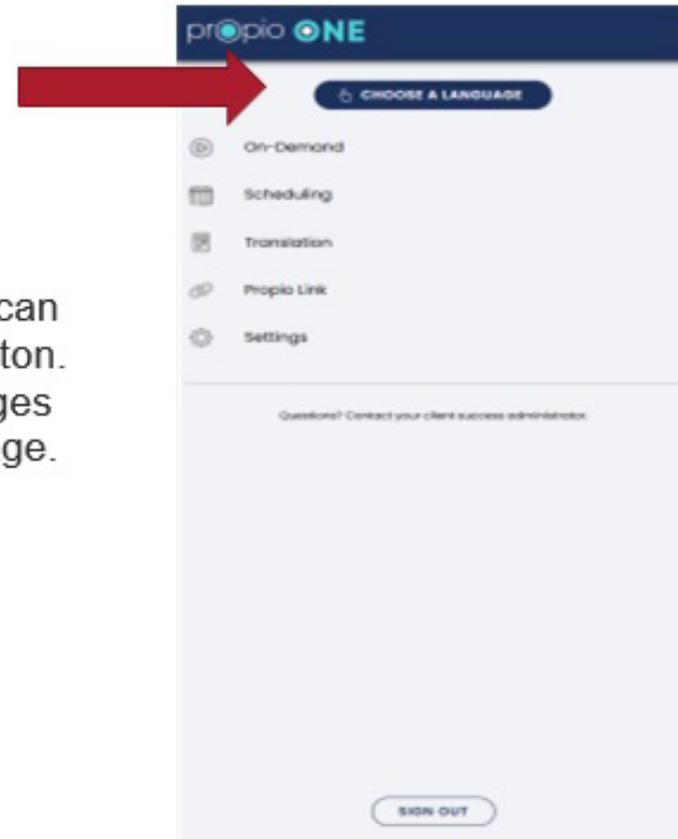
Users can use the “search bar” at the top of search for a language, or scroll through the list.



## 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

The screenshot displays the 'ON-DEMAND INTERPRETATION' interface. A search bar at the top asks 'What language do you need?'. Below it, a modal window titled 'Available Interpretation Services' lists various languages with sample text and 'START CALL' buttons. The languages shown include:

- Shqip (Albanian):** Nëse keni nevojë për një përkthyes falas, ju lutem zgjidhni gjuhën tuaj!
- Arabic:** إذا كنت في حاجة إلى مترجم مجاني، أكر إلى اللغة المطلوبة
- বাংলা (Bengali):** আপনার বিনা খরচে একজন দোতখীর সহায়তা প্রয়োজন হলে, অনুগ্রহ করে আপনার ভাষা নির্বাচন করুন।
- မြန်မာ (Burmese):** သင် စကားပြန်တစ်ဦးအားလုံးအပေါ် အခမဲ့အသံပြော
- Amharic:** ከትርጓሜ ሰነድ የሚፈልጉ ከዚህ ዘርፍን ቁጥጥሮች ላይ ያቀራጩ
- Armenian:** եթե քանակիդ քարգանձի անվճար օգնության կարիք ունեց, անդրում ենք քննարկ ցեր խոսու:
- Bosanski:** Ako vam je potreban besplatni prevodilac, pokažite na svoj jezik.
- Bosnian:** Ako vam je potrebna besplatna pomoć tumača,
- Croatian:** Ako vam je potrebna besplatna pomoć tumača,

At the bottom of the interface, the UC Davis Health logo and the text 'Medical Interpreting' are visible.

## 1.8 Left-Side Menu

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



## 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**

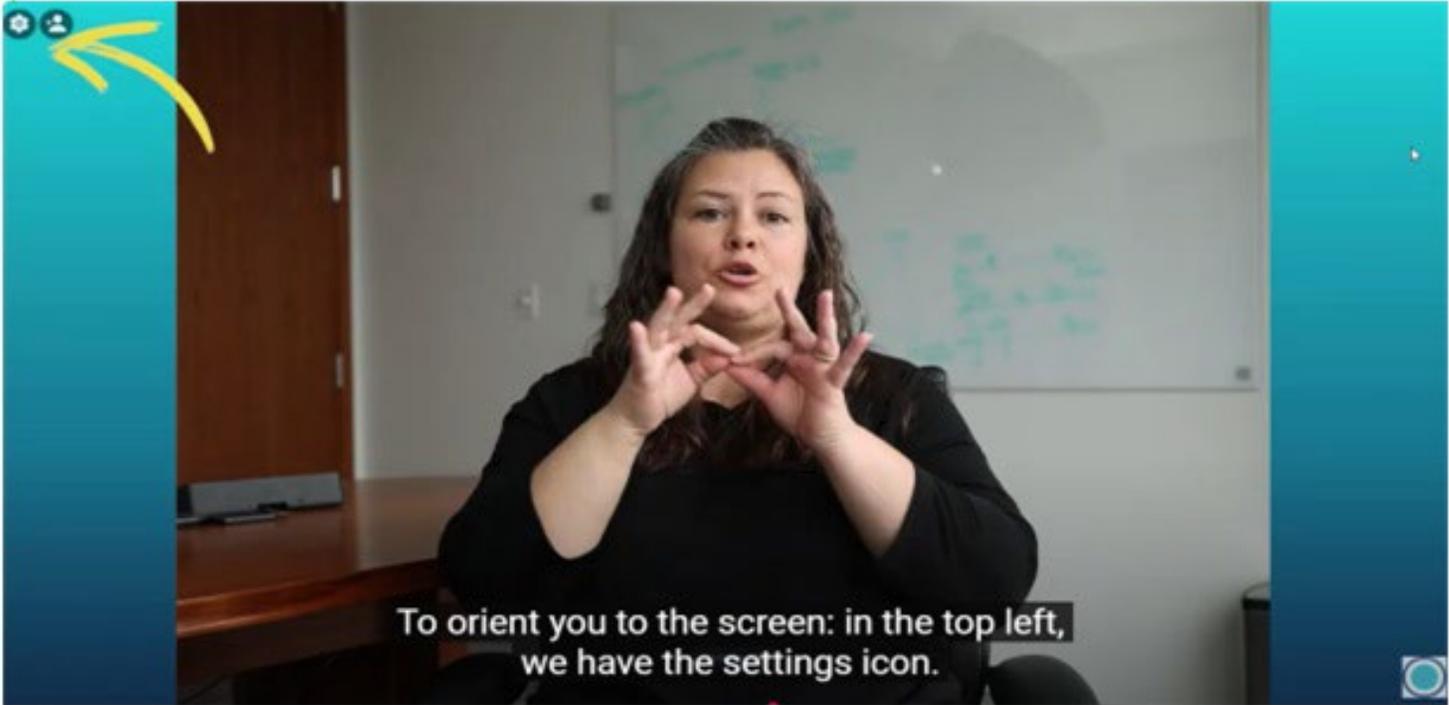
After a brief hold I will be connected with my interpreter.

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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)



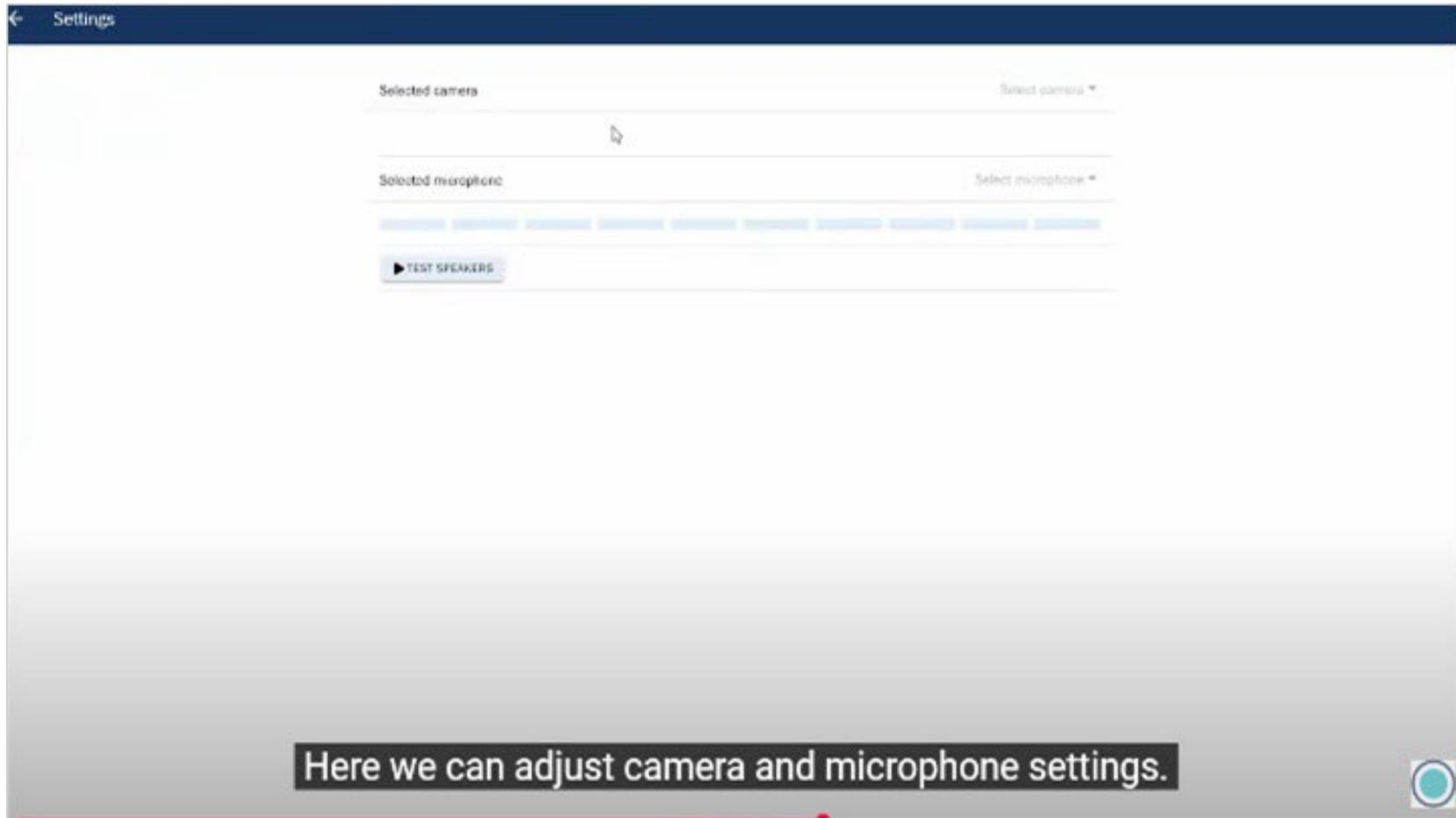
To orient you to the screen: in the top left, we have the settings icon.

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The image shows a woman in a video call interface. In the top left corner of the call window, there are two icons: a gear (settings) and a person with a plus sign (invite others). A red arrow points to the gear icon, and a yellow arrow points to the person icon. The woman is speaking and gesturing with her hands. The background is a whiteboard with some faint writing. The UC Davis Health logo is in the bottom left, and 'Medical Interpreting' is in the bottom center.

## 1.11 Adjust Camera and Microphone





### 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
- Social Work – forms
- Registration
- Triage
- Appointment scheduling
- Pharmacy refill
- Blood draws/lab
- Form completion
- Radiology
- Patient financial
- Patient admitting

## 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
- Surgeries
- Consents
- Specialty visits
- Rehab therapies
- Patient discharge
- Pharmacy: teaching inpatients
- Social work assessments
- New patients
- 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)