Demystifying Remote Interpreting

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CLOUDBREAK

Goals

- To understand the importance of remote interpreter services in today's healthcare setting
- To identify best practices specific to remote interpreting
- To discuss common misconceptions and expectations
- To review patients' and interpreters' perspectives

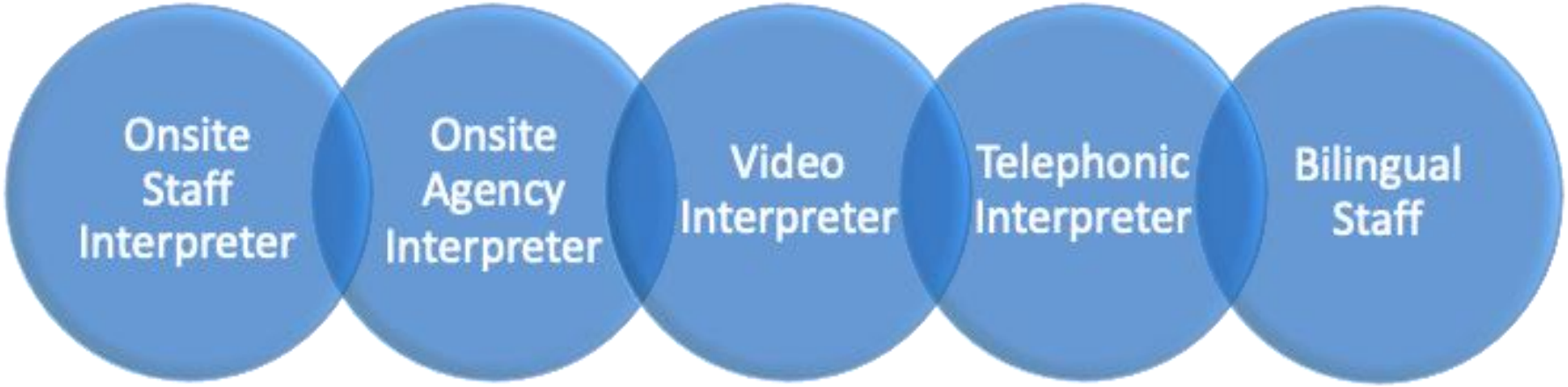
Lack of Effective Communication

Impact:

- Negatively impact patient outcomes
- Costly
- Time-consuming
  - Re-admission and unteaching/reteaching

Remote Interpreting

Remote interpreting is part of any solid holistic Language Access Plan



Remote Interpreting

What is Remote Interpreting?

Video Remote Interpreting (VRI) is a video telecommunication service to access real-time sign or spoken language interpretation through interpreters who are located in a satellite call center or remotely.

Telephonic interpreting services, also called **Over the Phone Interpretation (OPI)**, provides spoken language interpretation only via telephone or voice.

Sample Decision Tree

Level 1 Interpreting	Level 2 Interpreting	Level 3 Interpreting
Description: Basic interpreting. Short & uncomplicated situations.	Description: Intermediate/time sensitive. Phone/video interpreting will not compromise the care provided.	Description: Designated for situations that are complicated and/or sensitive in nature.
Examples: Routine Return Visit Registration/Admitting Triage Appointment Scheduling Pharmacy Refill Blood Draw/Lab Forms Completion Radiology	**Examples:** Procedures Surgery Informed Consents Medication Instructions Social Work Assessments New patient visit Patient Discharge	**Examples**: Rehab Treatment Sessions Mental Health* Belligerent/Confused Patient* Conscious Sedation Procedures Trauma* Hands-On Instruction End of Life Discussions Direct Communication with LEP Patient under age 3* Speech Therapy* Life Threatening Situations* Fetal Demise
Phone interpreting Video interpreting In-person interpreting	Phone interpreting Video interpreting In-person interpreting	In-person interpreting *Video interpreting to be used with discretion

Introducing Best Practices

Communicating most effectively with all patients

Language Regulations

Remote Interpreting Guidelines

- Title VI of CRA
- ADA
- ACA, 1557

Dedicated high-speed wide-bandwidth connection

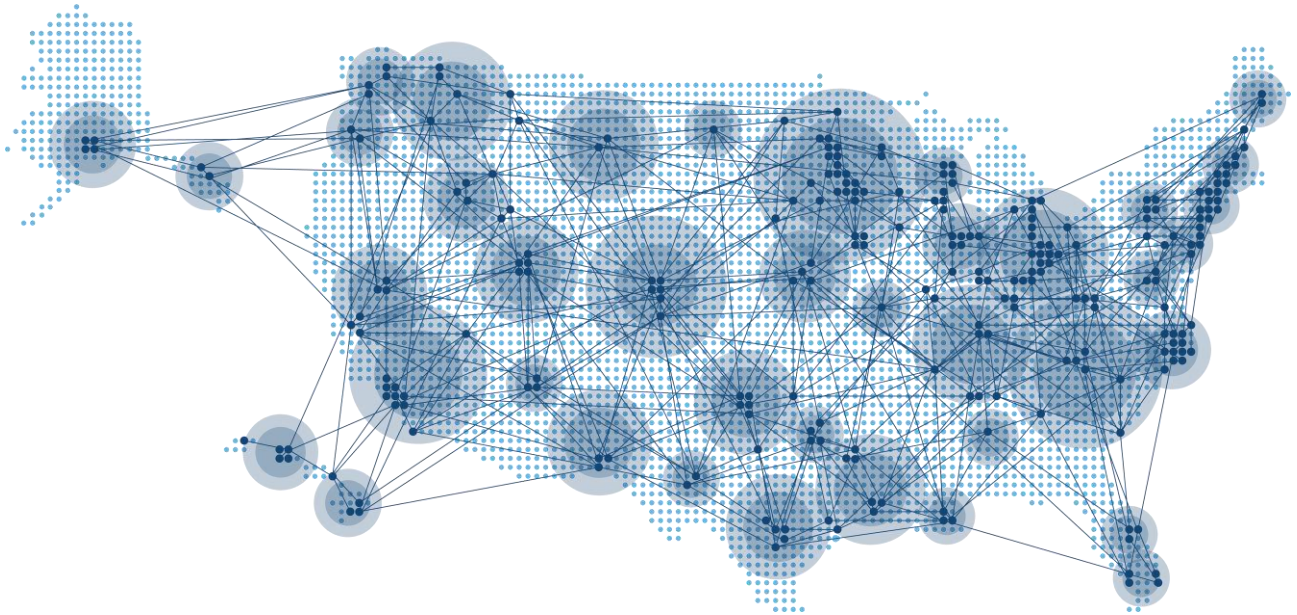
High quality video images & clear audible transmission of voices

Real time

Large enough

Full motion

Sharply delineated image



Thoughts?

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Appropriate Patient Care?

Thoughts?

- HIPAA
- Environmental Disruptions
- Training on Equipment
- Other considerations

Remote Interpreter Best Practices

In addition to Best Practices applicable to all modalities, some topics are specific to remote.

For Video: Camera presence

- Showing engagement
- Dress code/color/vision considerations

Managing the session

- Interpreting mode
- Breath method
- Note-taking
- Hold guidelines

Remote Interpreter Best Practices

In addition to Best Practices applicable to all modalities, some topics are specific to remote.

Problem-solving and technology

- Positioning unit
- Basic troubleshooting
- Withdrawing

Self-Care

- Taking breaks from sitting/screens
- Debriefing

Modalities: The Interpreter Perspective

Video Remote Interpreter | Over the Phone Interpreter

Onsite Interpreter

Employee vs. Contractor

- Commute
- Hours
- Training Opportunities & Resources
- Sponsorship (conferences, trainings, certification)

Technology

- Note-taking
- Online Resources
- Medical Terminology & Topics
- Interpretation mode

Modalities: The Interpreter Perspective

Video Remote Interpreter | Over the Phone Interpreter

Onsite Interpreter

Professional Setting

- Coworkers
- Collaboration
- Volume and variety in assignments

Physical Setting

- Exposure to clinical environment
- Interpreter positioning
- Activity level
- Audibility
- Body language

Remote Interpreting Expectations… True or False?

Putting knowledge to practice

- It is the health care facility's responsibility to train staff on VRI/OPI.
- Documents can be sight translated for the patient by the remote interpreter.
- The patient has the right to specify their preference for the interpreter's modality.

T or F?

T or F?

- I will get a Zapotec interpreter within the same time frame as a Spanish interpreter.
- Remote interpreters won’t say everything said in the room like an onsite interpreter.

Conclusion and Questions

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