

## Medical Interpreting launches on-demand video service to increase access, eliminate patient care delays

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As UC Davis Health strives to better serve our diverse communities and ensure access for all, Medical Interpreting Services (MIS) plays an increasingly important role in the delivery of care. Last fiscal year, MIS provided or facilitated interpreting services for more than 60,000 encounters across the health system – in 80 different languages – in-person, over the phone or via video.

Launched in 2002 at select ambulatory locations, the MIS video interpreting program has been well-received by patients and providers alike, as it eliminates wait times, allows for faster connections and streamlines service to Limited English Proficiency (LEP) and deaf/hard-of-hearing populations.

“While in-person interpreting service is the gold standard, its drawback is the mismatch in schedules,” explained Elena Morrow, MIS manager. “Providers and/or patients often run early or late; interpreters are reassigned to a different location; and patient visits end up being canceled or rescheduled or proceed without interpreting services.”

To double down upon and further enhance the advantages of the video program, MIS is launching an on-demand video service at the hospital in July, with plans to expand to ambulatory clinics later this year. Successfully implemented in recent years at four other UC medical centers, this on-demand program will enable providers to quickly connect with video interpreting services in more than 200 languages, including American Sign Language.

UC Davis Health is the first UC Health campus to incorporate staff interpreters into this on-demand model of video service.

“With on-demand video interpreting, language support is available at the time that is convenient for providers and patients,” Morrow said.

No longer required to place requests in Epic for visits under one hour in length, providers simply select a language interpreting option from a MARTTI (My Accessible Real-Time Trusted Interpreter) unit – essentially an iPad on wheels. That call is routed first to a UC Davis Health staff interpreter, and if no in-house interpreter is available, the call automatically rolls to a vendor service.

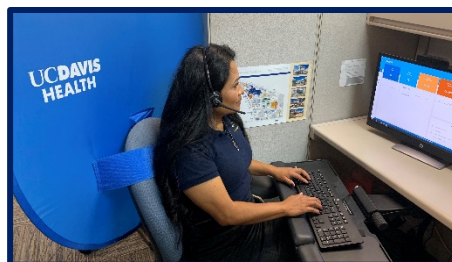
Given the benefits for all parties, Morrow said the goal is for on-demand video to become a more favored option for delivering care through an interpreter. At the same, however, telephone interpreting will still be available for more basic conversations, and in-person services still recommended for complex or sensitive communication.

“MIS plans to continue providing in-person support for pre-scheduled family meetings and other complex appointments, while the majority of language services is delivered via video and telephone,” Morrow said.



The MARTTI (My Accessible Real-Time Trusted Interpreter) unit makes it easy for providers to connect with Medical Interpreting Services.

Interpreters such as Victoria Ayala are essential to providing care for diverse populations.



### August 2020 Calendar

*National Immunization Awareness Month*  
*National Wellness Month*

- 1 – National Breastfeeding Day (US)
- 3 - Raksha Bandhan (Hindu)
- 4 – Friendship Day (US)
- 7 - Purple Heart Day (US)
- 15 - Assumption of Mary (Christian)
- 20 – Muharram (Muslim)
- 21 - Senior Citizens Day (US)
- 26 - Women's Equality Day (US)
- 28 – Ashura (Muslim)



## Changing Trends in Language Interpretation Services

By Kimberly Scamman

Source: <https://telelanguage.com/changing-trends-language-interpretation-services/>

### Why are language interpretation services crucial for organizations?

Currently, 8% of the United States population is limited English proficient (LEP). That number is expected to grow, as immigration is projected to account for 88% of the United States population increase through 2065.

Language diversity has continued to grow in the United States, with more than 350 languages spoken in U.S. homes. As we become more diverse the need for professional interpreters and translators to provide communication with LEP, Deaf, and Hard of Hearing populations also grows.

Language support is essential for all major industries, from healthcare to financial services and business to public services. Amid the global COVID-19 pandemic, a lot has changed! But one thing remains the same—the implementation of language interpretation services is crucial for organizations to be able to serve multicultural populations – now and in the future.

### New Trends in Language Interpretation Services Amid COVID-19: an Increased Need for Video Remote Interpretation Across Multiple Industries

The biggest trend Telelanguage has seen this year is the increased need for remote interpreting solutions, specifically Video Remote Interpretation (VRI). In recent years, the use of VRI, which provides the dual benefits of face-to-face interaction and on-demand interpreting, has steadily increased. Amid the global health crisis, many organizations are adding video remote interpretation to their language services. As we practice social distancing, take many in-person tasks and operations online, and increase video conferencing strategies the use of Video Interpreting has skyrocketed in 2020.

Telelanguage anticipates that this trend will continue as U.S. organizations limit in-person interactions for public safety and that organizations should be prepared to provide video interpreting services, which is efficient for both spoken languages and American Sign Language. While the use of this service may be new for many organizations, it offers the flexibility of on-demand interpreting, ease of use, and is an extremely cost-effective interpreting solution.

### Increases in Telehealth Usage That Require VRI or Phone Interpretation

The rising need for telehealth has transformed the health care industry. Under the COVID-19 telehealth coverage expansion, healthcare providers such as doctors, nurse practitioners, clinical psychologists, and licensed clinical social workers, are able to offer telehealth to Medicare beneficiaries. Beneficiaries are able to receive telehealth services in any healthcare facility including a physician's office, hospital, nursing

home, or rural health clinic, as well as from their homes via a computer or a smart device while still benefiting from face-to-face appointments through telehealth video conferencing.

For healthcare providers using video conferencing, phone conferencing, and telemedicine platforms for patient meetings, Telephonic and Video Remote Interpreting provide on-demand access medically trained and certified interpreters. VRI provides the highest level of accuracy in healthcare interpretation with the added visual support of the interpreter, enabling healthcare providers to communicate quickly and effectively with limited English proficient, Deaf, and Hard-of-Hearing patients.

When dealing with patient information, data privacy is an important concern. Telelanguage helps health care clients achieve and maintain compliance with government regulations.



## New Staff Profile: Sabahat Nazish

Sabahat is the newest multilingual professional to join UCDH Medical Interpreting team. She started in the department as the COVID-19 pandemic was unfolding, and had a steep learning curve with video platforms of Cisco Jabber, Martti, MyChart and Zoom, in addition to the telephone and in-person service to patients and providers. Sabahat was born and raised in Pakistan. She grew up learning three languages (Punjabi, Urdu, and English). She came to the US at the age of 18, attended adult school to improve her language skills, then went on to receive her Associate Degree from American River College, and a Bachelor's Degree in Psychology from UC Davis. Coming to the US with limited English skills, Sabahat saw a value in helping those who cannot express themselves in another language:

"I was once among those whose first language is not English and understand that it is very difficult to make other people understand what you need and want, so I wanted to become a voice for them and make a difference in their lives." Sabahat started working as a professional interpreter in Punjabi, Hindi, and Urdu in 2016. She joined UC Davis Health in June of 2020 and is glad to be here.

Outside of work, Sabahat loves spending time with her family. She enjoys doing arts and crafts with her young son and daughter. She enjoys cooking Pakistani food and likes to experiment with different types of recipes. Welcome onboard, Sabahat! We are happy to have you join our diverse team!