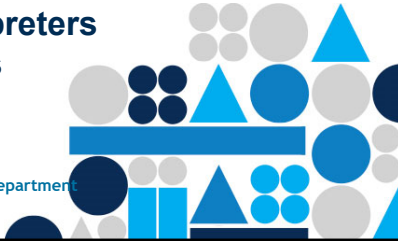


Effective Partnerships with Medical Interpreters and Protocols

Nancy Casillas
Program Coordinator
CHCO Medical Interpreter Department



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Learning Objectives

- Recognize the importance of utilizing a qualified medical interpreter
- How to work with a medical interpreter during an encounter
- Learn of all the available interpretation and translation services at Children's
- Know the requirements for QBS (Qualified Bilingual Staff)

2

When you have a sick child...

<https://www.youtube.com/watch?v=q5ZJzEeJbe0>



3



4

What is language access?

All individuals with limited English proficiency (LEP) and other communication needs have the right to receive medical information and programs in their preferred language free of charge.

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It's the LAW

Title VI: "is a national law that protects people from discrimination based on their race, color, or national origin, in programs or activities that receive Federal financial assistance."

- Title VI of the Civil Rights Act of 1964
- National Standards for Linguistically Appropriate Cultural Services
- Affordable Healthcare Act 1557
- Americans with Disabilities Act
- The Joint Commission



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The Medical Interpreter

The primary function of the medical interpreter is to make possible communication between a healthcare provider and a patient who do not speak the same language¹.



¹ IMA Medical Interpreting Standards of Practice, 1995

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Ad Hoc "Interpreters"

WHO are Ad Hoc Interpreters?

Relatives, friends, hospital employees, minors

They may:

- Omit information *intentionally or unintentionally* that could cause pain or emotional distress
- Provide unsolicited advice
- Manipulate the conversation to their advantage
- Emotional burden and trauma
- Lack knowledge of medical terminology
- Cannot guarantee confidentiality
- Provider may be left out of conversation and lose control of interview
- No training in interpreting skills

"Ensure the competence of the people offering language assistance, recognizing that the use of untrained people or minors as interpreters should be avoided."
-National CLAS Standards

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Qualified Medical Interpreters

Our staff medical interpreters are highly qualified and must have the following:

- Near-native fluency in both languages
- Pass oral and written language tests
- Good short-term memory and listening skills
- Knowledge of medical terminology
- Prior interpreting experience
- Bridging the Gap Certificate or equivalent
- Knowledge and adherence of Standards of Practice and the Interpreter Code of Ethics in Health Care



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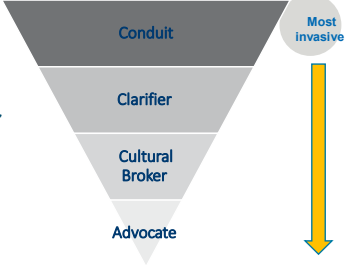
Code of Ethics for Interpreters in Healthcare

- ACCURACY
- CONFIDENTIALITY
- IMPARTIALITY
- ROLE BOUNDARIES
- RESPECT
- CULTURAL AWARENESS
- ADVOCACY
- PROFESSIONALISM
- PROFESSIONAL DEVELOPMENT



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Roles of the Interpreter



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Modes of Interpreting

- **Consecutive:** The interpreter listens to a segment of speech in the source language, then waits for a pause to relay the message in the target language.
-Most used in our clinical encounters
- **Simultaneous:** the interpreter translates as the speaker is delivering the speech usually with a slight delay.
-Used for conferences or emotionally charged encounters
- **Sight Translation:** The interpreter reads a document in a source language and delivers its translation in the target language orally.
-Usually requested on short notice.

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How to Work with an Interpreter

Meet briefly with interpreter to give some background and set goals	Talk to the interpreter to determine best physical placement of all parties	Interpreter is responsible for introducing self to the family/patient	Speak directly to the parent/legal guardian or patient in the 1st person
Pause for interpretation	Expect the interpreter to occasionally ask for clarification of terms	Do a post-session with the interpreter if necessary to clear up any concerns	Document the name of the interpreter or interpretation method in patient chart

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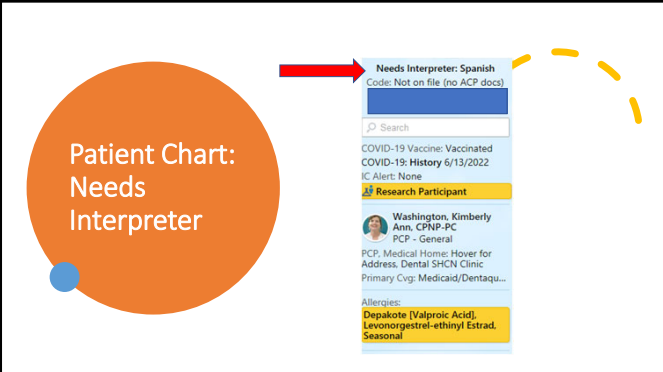


When In-Person Interpreter is Best

- ❖ End-of-Life
- ❖ Family Care Conferences
- ❖ Palliative Services Team
- ❖ Child Protection Team
- ❖ ED Psych
- ❖ New Diagnosis
- ❖ Life Altering Updates
- ❖ Spiritual Care

For End-of-Life situations after hours, please call the hospital operator or House Supervisor at Ext. 72576

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Patient Chart: Needs Interpreter

Needs Interpreter: Spanish
Code: Not on file (no ACP docs)

Search


COVID-19 Vaccine: Vaccinated
COVID-19: History 6/13/2022
IC Alert: None
Research Participant

Washington, Kimberly Ann, CPNP-PC
PCP - General
PCP, Medical Home: Hover for Address, Dental SHCN Clinic
Primary Cvg: Medicaid/Dentaqu...


Allergies:
Depakote (Valproic Acid), Levonorgestrel-ethinyl Estrad, Seasonal

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Available CHCO Interpretation Services




**Staff Spanish
In-person Interpreters**




**Video Remote
Interpreter
(VRI)**




**Over-the-
Phone
(OPI)**



**Agency In-person
Interpreters for ASL &
other languages**



**TeleHealth
Interpreters**



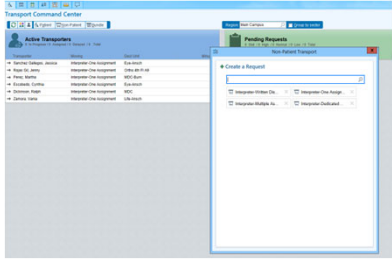
**Zoom Group
Sessions**

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Anschutz Medical Campus


Hours of Operation
6:00am-11:00pm

- ❖ For staff Spanish interpreters, you may put in a [Service Task](#) request in the **Command Center** in EPIC
- ❖ For ANY language services needs, call the **Main Line at 79800**




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NOC Sites: Requesting a Spanish Interpreter




Health Pavilion
Ext. 63076 or 70215



North Campus
Ext. 84020 or
Service Task in the
Command Center in
EPIC



South Campus
Ext. 80175



HRTC
Ext. 82495

- ❖ If a **staff interpreter is unavailable**, please do not delay patient care and start with VRI or OPI
- ❖ For **ASL or other languages**, if an interpreter has not been previously scheduled, please use VRI or CyraCom

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Translation Services

- Discharge Instructions
- After Visit Summaries
- MyChart Messages-Patient Advice Request
- Patient Handouts
- Any written materials developed by CHCO



Please submit translation requests via [Online Translation Form](#) on our Medical Interpreter department SharePoint



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Qualified Bilingual Staff (QBS)

The QBS program offers a language proficiency exam to ensure that a bilingual staff member has the appropriate language skills in a second language to communicate effectively with patients and families.

Why get QBS?
Joint Commission requires the use of either a professional medical interpreter or be QBS for any encounter with a LEP patient or family.

QBS qualification is accepted at Denver Health, UC Health, and CHCO

If you are interested in being QBS, please contact our QBS coordinator Sonia Guerrero at 720-777-9800 or email at QBS@childrenscolorado.org

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Medical Interpreter Department Contacts

Main Line-79800
Email- MIOperations@childrenscolorado.org

Christopher Chávez
Operations Manager
Christopher.Chavez@childrenscolorado.org

Nancy Casillas
Program Coordinator
Nancy.Casillas@childrenscolorado.org



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Interpreting Exercise

You will need to take this new seizure medication called Keppra. I will send in the prescription to get filled and you need to pick it up at your pharmacy. We will start you on a low dose and you will slowly be increasing the dose throughout the course of a few weeks until we get you to the right dose for your weight. If for any reason you get side-effects that are too concerning, please don't hesitate to call me.

This is the table for dosing instructions:

- Take ½ tablet once in the morning each day the 1st week.
- You will then take ½ tablet in the morning and ¼ half in the evening each day the 2nd week.
- The 3rd week, take 1 tablet in the morning and ½ in the evening each day.
- On the 4th week, you will take 1 tablet in the morning and 1 in the evening every day. You will stay at this dose until your follow up appointment in 3 months.

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Exercise

- [Diabetes](#) is a disease in which your blood sugar levels are too high. Over time, having too much glucose in your blood can cause [serious problems](#). Even if you don't have diabetes, sometimes you may have problems with blood sugar that is too [low](#) or too [high](#). Keeping a regular schedule of eating, activity, and taking any medicines you need can help.

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