Remote & In-person Interpreting

Stanford Health Care is prioritizing remote interpreting for all Limited English Proficient (LEP) patients during the COVID-19 response. Staff interpreters are also available by phone and video from all hospital and clinic locations.

Providers working remotely:
If you are working remotely, dial 650-497-7780 to connect to a staff interpreter.

Providers at all hospitals and clinics:
- Video interpreting is available in many patient rooms and on iPads in some units.
- If you do not have access to video interpreting, dial 650-497-7780 to connect to a staff interpreter.
- In-person interpreters are still available at select main campus locations in limited circumstances.

For more information on how to access an interpreter, see next page for One Page Lesson.

SHC Policy:
Poor provision of language access services places LEP patients at higher risk. As always, it is important that information is communicated to LEP patients clearly and effectively. Per SHC policy, family members and untrained, untested bilingual staff are not acceptable for providing language access.

If you have additional questions, contact InterpreterServicesSHC@stanfordhealthcare.org.
Call a staff interpreter: 650-497-7780  (x77780)

Stanford Health Care is prioritizing remote interpreting for all LEP patients during the COVID-19 response. This is consistent with PPE conservation and the social distancing strategy at SHC.

Staff interpreters are available by phone and video from all hospital and clinic locations and from off-site. In-person interpreters are still available at select main campus locations in limited circumstances.

Hospital and ED Video Interpreting:

- Video Medical Interpreting (VMI) services provided by staff interpreters are available at the hospital via telepresence in M5, M6, M7, Adult ED and EDPeds room 5.
- Other hospital in-patient units: use the VMI iPad available at the nurses’ station in many hospital units.

MyHealth Appointments:

- For now, MyHealth visits with LEP patients must be completed over the phone.
- MyHealth does not currently allow you to add an interpreter to a video session. IT is working actively to solve this.
- Call 650-497-7780 to connect to an interpreter.
- Set up a conference call with the LEP patient and the interpreter.

Zoom Appointments:

- If you are using Zoom to allow multi-provider appointments with patients and need an interpreter in the session, you can also include a staff interpreter.
- Forward the Zoom invite along with the patient’s name and MRN to InterpreterServicesSHC@stanfordhealthcare.org.
- Please forward the Zoom invite to Interpreter Services at least 48 hours before the appointment if possible.

Phone interpreting:

- Call 650-497-7780 to connect to an interpreter for clinical conversations.
- Available to providers working remotely and in inpatient units
- If working remotely, set up a conference call with the LEP patient and the interpreter.
- Interpreters for all spoken languages are available over the phone, including the following languages:
  - Chinese (Mandarin & Cantonese)
  - Spanish
  - Russian
  - Dari
  - Arabic
  - Punjabi
  - Urdu
  - +200 more languages

Written translation of documents:

- For translation of written documents, email: DL-TranslationofDocuments@stanfordhealthcare.org

Bilingual providers:

- Providers who speak a language other than English must pass an exam before using their language skills to speak with patients without an interpreter.
- Complete the 2-minute self-assessment at https://www.surveymonkey.com/r/QN5TP9P to register for the exam.
- For more information, email bilingualtesting@stanfordhealthcare.org.

Poor provision of language access services places LEP patients at higher risk. Per SHC policy, family members and untrained, untested bilingual staff are not acceptable for providing language access.
Adding an interpreter to your scheduled Zoom appointment

If you are using Zoom to allow multi-provider appointments with patients and need an interpreter in the session, you can also include a staff interpreter in the session.

Last-minute video interpreter requests during business hours (M-F, 8:00 – 17:00)
For last-minute requests for an interpreter to join your Zoom session, you have two options:

1. Call interpreter services at **650-721-7880** or **650-723-6940** to provide the Zoom meeting room and password number. A staff video interpreter will sign into the meeting room to help you with the encounter.

2. If you have access to Voalte, search for the language you need in Voalte and send a message including the Zoom meeting room and password number to the interpreter covering that language. A staff video interpreter will sign into the meeting room to help you with the encounter.

Staff interpreters are available upon request in the following languages:
- Chinese (Mandarin & Cantonese)
- Spanish
- Vietnamese
- Russian
- Korean
- American Sign Language

For all other languages, please do not use Zoom. Use a phone to call **650-497-7780** and select option 1 to be routed to the phone interpretation vendor contracted by SHC.

Last-minute video interpreter requests outside of business hours
Staff video interpreters are available after hours only for Spanish. For last-minute requests for an interpreter to join your Zoom session, search for “Spanish” in Voalte and send a message including the Zoom meeting room and password number to the Spanish interpreter. A Spanish staff video interpreter will sign into the meeting room to help you with the encounter.

For after-hours requests for all other languages, please do not use Zoom. Use a phone to call **650-497-7780** and select option 1 to be routed to the phone interpretation vendor contracted by SHC.

Scheduling an interpreter for a Zoom visit in advance:
Note if interpreter services are needed by reviewing the patient’s “preferred language” as listed in Epic. Please also double-check that “Interpreter Needed” is marked as “yes” in Epic. If it is not, please check “yes.” The Epic storyboard view will show the text “Needs Interpreter: (Language needed)” below the patient’s MRN.

Zoom visits can be scheduled in advance with a video interpreter in the following languages:
- Chinese (Mandarin & Cantonese)
- Spanish
- Vietnamese
- Russian
- Farsi
- Dari
- Korean
- Arabic
- Hindi
- Punjabi
- Urdu
- American Sign Language

Last update: 4/6/2020
Adding an interpreter to your scheduled Zoom appointment

If patients speak a language not listed above, they should be scheduled for a phone visit (not a Zoom visit) and an interpreter can be included by calling 650-497-7780 at the time of the appointment:

Request a video interpreter for Zoom sessions by emailing (at least 24 hours in advance) the following information to InterpreterServicesSHC@stanfordhealthcare.org and including the link to the Zoom meeting room as the “location:”

1. Location – Zoom link here
2. Patient language
3. Patient MRN
4. Appointment date
5. Appointment start & end time
6. Provider name (MD, RN, SW, etc.)
7. Clinic/Hospital phone extension or provider cell phone number (in case there is need to clarify anything about the request)

During the visit:
If an interpreter will be joining a scheduled Zoom appointment, please allow the interpreter into the call from the waiting room before the patient. Verify the interpreter is present for the correct patient, then let the patient on the call. The interpreter will introduce themselves first to help with communication. The provider can then start the visit.

For Questions and Concerns:
If you are going to be late to a prescheduled Zoom appointment, if your interpreter has not yet logged in, or for any questions about interpreting, please call interpreter services at 650-721-7880 or 650-723-6940.

Phone interpreters:
Call 650-497-7780 to connect to an interpreter for clinical conversations. This number is available to providers working remotely and in inpatient units.