

# Language Support for Maternal and Child Health Research:

## Resources and Guidance

Spring, 2024

# Stanford Medicine Children's Health Interpreter Services

- Interpreters available via 3 modalities:
  - Agency\*/Staff\*\* interpreters as available (in-person)
  - iPad/Video interpreters (through Stratus)
  - Telephone interpreters (through CyraComm)

\*Agency interpreters: Employed by outside agency that contracts with SMCH

\*\*Staff interpreters: Employed by SMCH

# Maternal & Child Health Research Language Support

- iPad video (Stratus) and telephone (Cyracomm) interpreter support at LPCH are provided **at no cost** to study teams
- LPCH staff and agency interpreters *may* only be available in inpatient or LPCH outpatient clinic areas
  - LPCH staff and agency interpreters are not available to come to School of Medicine buildings

# Study Budgeting SMCH Interpreter Services Costs

Delivery Mode	Need to Preschedule?	Cost	Provide PTA# to Interpreter Services?	Notes
Agency or Staff Interpreter	Yes	up to \$155/hour depending on language	Yes	2 hour minimum. Prorated for every additional 15 minute interval. After clinic hours may incur an additional cost.
iPad/Video Interpretation	No	No Charge	No	Available in all clinics and inpatient units
Telephone interpretation	No	No Charge	No	Available in all clinics and inpatient units

*Important: When possible be sure to include in-person interpreter costs in research budget*

*Please note that scheduling an in-person Interpreter is subject to availability and clinical need. Interpreters may be emergently re-assigned to more critical medical encounters if required. In such cases, iPad/Video and Telephone interpretation are available at no cost.\**

# Requesting an Interpreter

To request in-person interpreter for research encounter, Please send an email to [LPCHinterservices@stanfordchildrens.org](mailto:LPCHinterservices@stanfordchildrens.org) with the following information. Please provide at least 48 hours notice.

- i. Name of provider requesting services
- ii. Direct phone number (no phone tree, please)
- iii. Email address
- iv. Name of Patient and MRN
- v. Language
- vi. Date of appointment
- vii. Time of appointment
- viii. Length of appointment
- ix. Exact location (only main campus and clinics) no MD offices (if in person)
- x. Cost center/ PTA#
- xi. Type of session (type of consent)
- xii. Other comments (remarks)/zoom link (if virtual)

# Requesting Translation Services

- SMCH Interpreter Services translates research materials for a fee
- The turnaround time will vary depending on length and complexity of the submitted document, as well as current volume of requests
- Requests may be submitted at: [translations@stanfordchildrens.org](mailto:translations@stanfordchildrens.org)

## Research Document Translation Criteria

- ✓ Studies must be maternal or child health focused
- ✓ Documents can only be translated into Spanish at this time
- ✓ Translation Services will not edit documents already translated

# Research Informed Consent Form: Spanish Translation

The Stanford IRB has recently translated the following documents into Spanish:

- Full biomedical informed consent form (HIPAA embedded)
- Minimal risk consent form (HIPAA embedded)

More information:

<https://researchcompliance.stanford.edu/panels/hs/for-researchers/forms-templates/medical>

# Short Form Consent Documentation

- FDA regulations require a witness signature on consent form documents. An Interpreter ID is not sufficient per regulations
- Plan ahead for witness signature
- Witness does not need to speak both languages
- A witness does not have to be the Interpreter— Not every interpreter is comfortable officiating dual role (witness and interpreter)
- A witness can be a family member, staff member or another individual who is not either the participant or the Person Obtaining Consent (POC)



# Contact Information

[LPCHInterpreterservices@stanfordchildrens.org](mailto:LPCHInterpreterservices@stanfordchildrens.org)

Intranet:

[interpreters.stanfordchildrens.org](http://interpreters.stanfordchildrens.org)

[translations.stanfordchildrens.org](http://translations.stanfordchildrens.org)