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 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

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

**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 LPCHinterpreterservices@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#
xii. 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

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

Intranet:
interpreters.stanfordchildrens.org
translations.stanfordchildrens.org