

**INTERPRETATION AND TRANSLATION SERVICES**

# 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](mailto: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](mailto: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	Vietnamese
Russian	Farsi
Dari	Korean
Arabic	Hindi
Punjabi	Urdu
+200 more languages	

### Written translation of documents:

- For translation of written documents, email: [DL-TranslationofDocuments@stanfordhealthcare.org](mailto: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](mailto:bilingualtesting@stanfordhealthcare.org).