

Virtual Care Tip Sheet

Engaging an Interpreter

In this information sheet you will find:

- a story from a clinician sharing their experience working with an interpreter
- instructions for booking an interpreter for Zoom, OTN, face-to-face and over-the-phone appointments
- tips for getting ready for and fostering an effective virtual care visit
- additional resources to support you when engaging an interpreter



Need some support with booking or requesting an interpreter?

Contact:

- Appointment Services (ext. 3804 or 6022 or email REGISTRATION1)
- Holly Roth, Manager, Outpatient Client Flow



Engaging an Interpreter: My Experience

By Daphne Jackson, PT

I conducted a phone consultation with a parent of a client in the Prosthetics Program with the help of an Arabic language interpreter. During the phone call, I was able to receive an update on the client's status from their parent, and provide important and timely education to the parent on prosthetic safety. By engaging the interpreter, I felt assured that the parent had correctly understood the safety information, and that the parent was able to repeat back their understanding of the educational content via the interpreter.

Through this process, I realized that it is really important to give yourself some extra time when engaging an interpreter for phone and video consults. Every communication that takes place needs to go from the clinician, to the interpreter, to the client, and then back through the chain. While this can be time consuming, it ultimately improves the therapeutic relationship by ensuring that clients and families are able to fully express their needs and concerns.



Booking Interpreters

Holland Bloorview staff can pre-book interpreters for Zoom/OTN video meetings with Access Alliance and Multi-Language to get the National Standard Guide for interpreting. **A minimum of 48-72hrs notice is needed to assign an interpreter.** The instructions below show how to schedule interpreters in Expanse.

Specific instructions for Zoom

1. Clinicians/Appointment Services schedule their appointments in Expanse. Pend or book the appointment in Expanse for a Non-face-to-face (for now) care visit. Enter in the interpreter request in Expanse (as seen below). This section is found in the 'Appointment Questions' part of your appointment. Ensure that you fill out all of the fields:
 - Interpreter type
 - Language
 - Duration the interpreter is needed
 - Interpreter status – this needs to say requested in order to pull on our report

Interpreter Type:	Video Interpreter
Language?	FRE
How long is the Interpreter needed for? (mins)	60
Interpreter Status?	Interpreter Requested
Interpreter Vendor	
When is the patient due for a follow-up? (Latest Date)	
Is this an OTN Appointment?	
Offsite Appointment Location	
If school, What school does this client attend?	
If Other, Specify:	

2. Login to your Zoom account and schedule your Zoom meeting. Invite the client to the meeting and provide them with the Zoom link, meeting ID and password.
3. Once the Zoom meeting has been sent to client, **send an email to 'Registration1' with the Zoom link, meeting ID and password.**
4. Appointment services will process the interpreter request with Access Alliance in their Portal. **Registration Team /Access Alliance needs 48-72hrs minimum notice to assign an interpreter.** Appointment services will change the 'requested' status to 'confirmed' in Expanse when an interpreter has been assigned.

Specific instructions for OTN

1. Clinicians schedule their own appointments in Expanse. Pend or book your appointment in Expanse for OTN and enter in the interpreter request in Expanse (as seen below). This section is found in the 'Appointment Questions' part of your appointment. Ensure that you fill out all of the fields:
 - Interpreter type
 - Language
 - Duration the interpreter is needed
 - Interpreter status – this needs to say requested in order to pull on our report

Note: A minimum of **48-72hrs** notice is needed to assign an interpreter.

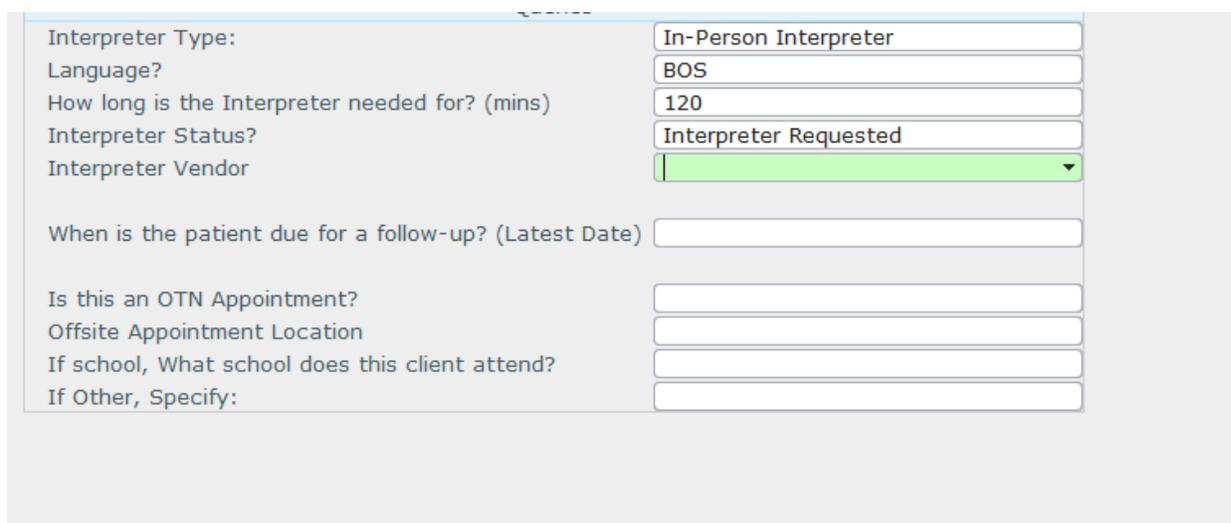
Interpreter Type:	Video Interpreter
Language?	FRE
How long is the Interpreter needed for? (mins)	60
Interpreter Status?	Interpreter Requested
Interpreter Vendor	<input type="text"/>
When is the patient due for a follow-up? (Latest Date)	<input type="text"/>
Is this an OTN Appointment?	<input type="text"/>
Offsite Appointment Location	<input type="text"/>
If school, What school does this client attend?	<input type="text"/>
If Other, Specify:	<input type="text"/>

2. The OTN Coordinator will arrange all OTN appointments and request an interpreter when setting up the OTN visit through the OTN Hub. They will provide the link ID and password to Appointment services to update Access Alliance's Portal.

Specific instructions for face-to-face (in-person) visits

1. Clinicians schedule their own appointments in Expanse. When scheduling an appointment, go to the 'Appointment Questions' section of the appointment and fill out the following fields:
 - Interpreter type
 - Language
 - Duration the interpreter is needed
 - Interpreter status – this needs to say requested in order to pull on our report

Note: A minimum of **48-72hrs** notice is needed to assign an interpreter.



The screenshot shows a form with the following fields and values:

Interpreter Type:	In-Person Interpreter
Language?	BOS
How long is the Interpreter needed for? (mins)	120
Interpreter Status?	Interpreter Requested
Interpreter Vendor	[Dropdown menu]
When is the patient due for a follow-up? (Latest Date)	[Text box]
Is this an OTN Appointment?	[Text box]
Offsite Appointment Location	[Text box]
If school, What school does this client attend?	[Text box]
If Other, Specify:	[Text box]

2. Appointment services will process the interpreter request with Access Alliance in their Portal. Appointment services will change the 'requested' status to 'confirmed' in Expanse when an interpreter has been assigned.

Specific instructions for phone visits

Clinicians can engage an interpreter in real time. Here's how:

1. Block your number if you are calling from home
2. Dial: 9-416-504-4578
3. For immediate phone interpretation press 1
4. Spell first 3 letters of language
5. Wait for next available agent (5-30 sec)
6. Enter client ID – 252966
7. Confirm language
8. Connect with interpreter (5-30 sec)
9. Confirm name and phone number
10. Record the interpreter's ID number (always provided) in case follow up is needed



Tips

"If you are 'cold calling' the client to check in or to schedule an appointment, I recommend calling the interpreter prior to the client. Provide the interpreter with details of what to say in case you get voice mail when you dial the client."

- Daphne Jackson, PT



Things to think about!

Here are some important factors to keep in mind when engaging an interpreter:

- Audio only interpretation may not be appropriate for individuals who have hearing impairments¹
- Video interpretation has been found to be useful for sign language and mental health interpretation¹



Resources

If you are looking to provide feedback regarding Remote Interpretation Ontario (R.I.O.) services provided by Access Alliance, please [click here](#).

Looking for some tips to support use of an interpreter for a telephone facilitated healthcare visit? Check out this resource:

- [Telephone Interpreting in Health Care Settings: Some Commonly Asked Questions](#)



Setting up for a conversation with an interpreter^{2,3}

Prepare your environment

- Create a quiet, uninterrupted space (e.g. close windows, turn off cell phones).
- Inform people around you that you cannot be disturbed during the care visit.
- Have good lighting (see: [Computer Ergonomics: Workstation Layout and Lighting](#)).



Things to think about!

Interpreters need to prepare their environment. Telephone and video stations must be carefully located to ensure confidentiality and **should not** be located in areas with public access.¹

Prepare your equipment

- Turn off all:
 - sound notifications (e.g. Skype, WhatsApp, email reminders)
 - programs or apps not being used during the meeting. Programs and apps use computer resources that can affect the quality of the video during a virtual visit
- Download the technology platform (e.g. Zoom) on your computer or phone or log into the platform from the website before the video visit. Know how to use the program before the video visit occurs.
- Use the Ethernet cable connected to your computer instead of WiFi.
- Have a laptop or tablet available in case your computer has technical issues.
- Have a telephone number to reach the family directly in case all technology fails.
- If available, use:
 - individual headsets that have high quality microphones (directional microphones) and echo cancelling features
 - microphones that can reproduce high and low tones (e.g. microphones used for speech recognition)
- Login ahead of time (e.g. 5-10 minutes) and test video and audio with participants.



Resources

Here are some resources you can refer to when engaging an interpreter:

- [Healthcare Interpretation Network: National Standard Guide for Community Interpreting Services](#)
- [Telephone Interpreting in Health Care Settings: Some Commonly Asked Questions](#)



Enhancing the conversation with an interpreter^{2,3}

During the conversation

- Establish consent from all parties before the interaction starts.
- Allow the interpreter to do their introduction.
- Remind everyone on the call that video and audio calls **should not** be recorded.
- Speak directly into the microphone from a distance of 30cm to 40cm.
- Mute the microphone when not speaking. Avoid moving it or making extra noise.
- Speak in short, clear sentences and avoid using medical jargon. Pause before speaking to ensure that the client or interpreter has completed their statement. There may be a slight time delay when using video.
- Avoid interrupting the interpreter.
- Increase time available for clients/families to ask questions or make statements.
- Make eye contact by looking into the camera.



Resources

Where Virtual Care services are offered to clients, agencies are required to ensure they are accessible. The use of third party supports for interpreters and translation services may be required so that the Virtual Care services can be delivered safely and effectively.”⁴ (Empowered Kids Ontario p. 1)

[Holland Bloorview's Virtual Care Guidelines for Clinicians](#) provides information and resources regarding third party supports. See pages 25-29 for more information.

References

1. Masland, M. C., Lou, C., & Snowden, L. (2010). [Use of communication technologies to cost-effectively increase the availability of interpretation services in healthcare settings](#). *Telemedicine journal and e-health: the official journal of the American Telemedicine Association*, 16(6), 739–745. doi: 10.1089/tmj.2009.0186
2. Multi-Languages Corporation. (2019). Remote Interpreting Tips.
3. Bendana, Lola (personal communication). Multi-Languages Corporation.
4. Empowered Kids Ontario. (2020). Practitioner Information Sheet: Third Party Supports to Deliver Virtual Care. Toronto, ON.

Resources referred to this Document

1. Healthcare Interpretation Network (HIN). (2007). [National Standard Guide for Community Interpreting Services](#). Toronto, ON
2. Holland Bloorview Kids Rehabilitation Hospital. (2020). [Virtual Care Guidelines for Clinicians](#). Toronto, ON.
3. Kelly, N. (2007). [Telephone Interpreting in Health Care Settings: Some Commonly Asked Questions](#). The ATA Chronicle.
4. Ministry of Labour. (2004). [Computer Ergonomics: Workstation Layout and Lighting](#). Toronto, ON.

Disclaimer:

Content regarding *getting ready for your virtual care visit* and *fostering an effective virtual care visit* have been both adapted and taken verbatim from the following:

- Multi-Languages Corporation. (2019). Remote Interpreting Tips.
- Bendana, Lola (personal communication). Multi-Languages Corporation.

Content regarding the *use of third party supports* was taken verbatim from the following:

- Empowered Kids Ontario. (2020). Practitioner Information Sheet: Third Party Supports to Deliver Virtual Care. Toronto, ON.