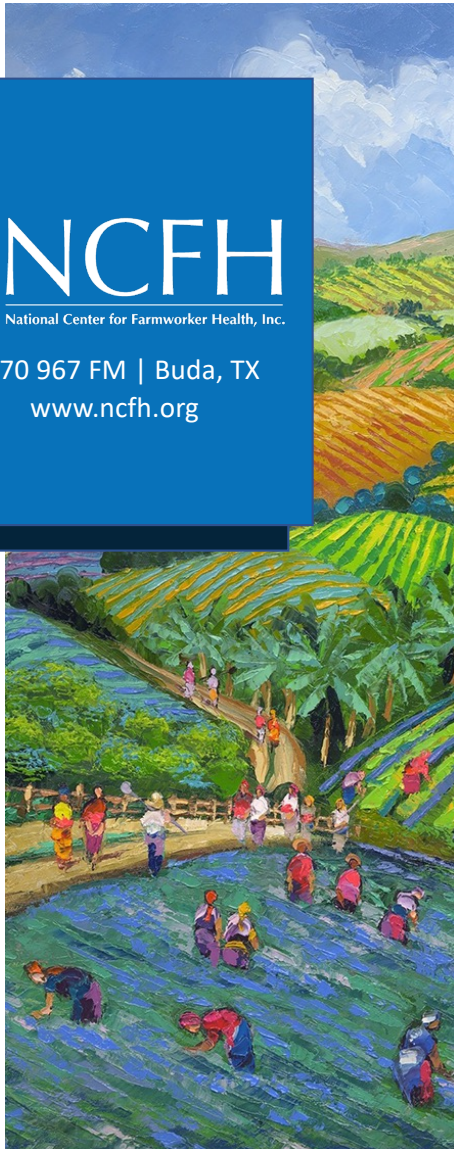




NCFH

National Center for Farmworker Health, Inc.

1770 967 FM | Buda, TX
www.ncfh.org



Best Practices for Phone & Virtual Interpretation

Mejores prácticas para la interpretación telefónica y virtual

Presented by the National Center for Farmworker Health
Date/Fecha: 11/30/2023

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National Center for Farmworker Health

Centro Nacional para la Salud del Trabajador Agrícola

The **National Center for Farmworker Health** is a private, not-for-profit organization located in Buda, Texas, whose mission is “To improve the health of farmworker families”.

- Population specific data resources and technical assistance
- Workforce development and training
- Health education resources and program development
- Board Governance training
- Program Management



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El Centro Nacional para la Salud del Trabajador Agrícola (NCFH, por sus siglas en inglés) es una organización privada sin fines de lucro ubicada en Buda, Texas, cuya misión es "Mejorar la salud de las familias de trabajadores agrícolas."

- *Recursos de datos específicos de población y asistencia técnica*
- *Desarrollo y capacitación de la fuerza laboral*
- *Recursos de educación para la salud y desarrollo de programas*
- *Capacitación en Gobernanza de la Junta Directiva*
- *Manejo de programas*

Learning Objectives

1. Participants will know how and why to utilize phone interpretation services for their Limited English Proficient patients.
2. Participants will know what to do when common issues arise during the process of connecting with an interpreter.
3. Participants will leave with resources on how to determine language and language variety of the patient.

Objetivos de Aprendizaje

1. Los participantes sabrán cómo y por qué utilizar los servicios de interpretación telefónica para sus pacientes con inglés limitado.
2. Los participantes sabrán qué hacer cuando surjan problemas comunes durante el proceso de conexión con un intérprete.
3. Los participantes se irán con recursos sobre cómo determinar el idioma y la variedad lingüística del paciente.

Today's Speaker

Presentador de Hoy



Veronica Godínez-Reyes, BS
Interpreter Services & Community Health Workers Supervisor
Servicios de interpretación y supervisión de promotores de salud

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Interpreter Role

- Interpreters provide verbal interpretation from one language to another.
- These interpreters are contracted through interpretation agencies or are trained and qualified staff.⁶
- They can provide services in person, via telephone, or through virtual platforms.⁷
- There are disadvantages to telephonic interpretation like technical problems which interfere with the quality of communication.

Rol de intérprete

- Los intérpretes prestan interpretación verbal de un idioma a otro.
- Estos intérpretes son contratados a través de agencias de interpretación o son personal capacitado y calificado.⁶
- Pueden prestar servicios en persona, por teléfono o a través de plataformas virtuales.⁷
- La interpretación telefónica tiene desventajas, como problemas técnicos que interfieren con la calidad de la comunicación.

What people don't know

- Cultural Considerations
 - preferences of in person interpreter
 - gender preferences
- Right to free interpreter
 - Title VI of the Civil Rights Act of 1964
 - The Affordable Care Act Section 1557

Any health care provider that receives funding from the Federal government is obligated to take reasonable steps to ensure meaningful access to health services for LEP individuals, including receiving services in their own language.
- Right to report health care centers for not providing free interpretation
 - HHS (U.S. Department of Health and Human Services) Office for Civil Rights at (800) 368-1019

Lo que la gente no sabe

- Consideraciones culturales
 - Preferencias del intérprete en persona
 - Preferencias de género
- Derecho a un intérprete gratuito
 - Título VI de la Ley de Derechos Civiles de 1964
 - Artículo 1557 de la Ley de Cuidado de Salud a Bajo Precio

Todo proveedor de cuidados médicos que reciba fondos del gobierno federal está obligado a tomar medidas razonables para garantizar un acceso significativo a los servicios de salud a las personas con dominio limitado del inglés, incluida la prestación de servicios en su propio idioma.
- Derecho a reportar a los centros de atención médica por no proporcionar interpretación gratuita
 - HHS (Departamento de Salud y Servicios Humanos de EE.UU.) Oficina de Derechos Civiles al (800) 368-1019

Identifying Language

- Identifying the language and/or its variety or dialect is necessary when looking for an interpreter.
- Asking a patient about their native language directly could be an issue due to discrimination and/or violence.
- Use "I Speak" cards.
- Set up a language match call with an organization that provides interpretation services.

Identificar el idioma

- Identificar el idioma y/o su variedad o dialecto es necesario a la hora de buscar un intérprete.
- Preguntar directamente a un paciente sobre su idioma nativo podría ser un problema debido a la discriminación y/o la violencia.
- Use tarjetas que digan "Yo hablo".
- Establezca una llamada de correspondencia lingüística con una organización que preste servicios de interpretación.

Best Practices on using interpreters via telephone or virtual call

- Allow enough time for appointments.
- Build rapport with the patient before interviewing and communicating about health services.
- Provide HIPAA statement about confidentiality.
- Speak directly to the patient, then pause, and allow the interpreter to talk afterwards and directly interpret the information using Consecutive mode: The speaker pauses allowing the interpreter to repeat.
- Maintain direct communication. Interpreting in first person.

Mejores prácticas sobre el uso de intérpretes por teléfono o llamada virtual

- Deje suficiente tiempo para las citas.
- Establezca una buena relación con el paciente antes de entrevistarlo y comunicarle sobre los servicios de salud.
- Proporcione la declaración HIPAA sobre confidencialidad.
- Hable directamente al paciente, haga una pausa y permita que el intérprete hable después e interprete directamente la información utilizando el modo Consecutivo: El hablante hace una pausa y permite que el intérprete repita.
- Mantenga una comunicación directa. Interprete en primera persona.

- Speak slow and at an even pace. Repeat everything that is said. Check for understanding.
- Use certified interpreters or trained, qualified staff fluent in English and the language for interpretation who are familiar with health care terminology, the purpose of work, and are aware of code of ethics for interpreters.

- Hable despacio y a un ritmo parejo. Compruebe la comprensión. Utilice un lenguaje sencillo y sin terminología especializada (jerga).
- Utilice intérpretes certificados o personal capacitado y calificado que domine el inglés y el idioma de interpretación, que esté familiarizado con la terminología de atención médica, el propósito del trabajo y conozca el código de ética para intérpretes.

Special Considerations for Telehealth Appointments

- Ask the participants preferences if they would prefer a video or audio only call.⁹
- Ask the patient to find a quiet, safe environment with limited distractions.
- Ensure the patient has a strong broadband/Internet connection to minimize technical issues.⁷

Consideraciones especiales para las citas de Telesalud

- Pregunte a los participantes si prefieren una llamada de video o audio solamente.⁹
- Pídale al paciente que busque un ambiente tranquilo y seguro con pocas distracciones.
- Asegúrese de que el paciente tenga una buena conexión de banda ancha/internet para minimizar los problemas técnicos.⁷

Commonly used language line services:

Servicios de línea de idiomas usados comúnmente:

Company Compañía	Phone number Número de Teléfono	Website Sitio Web
Propio	913-381-3143	https://propio-ls.com/
The Language Doctors	773-983-6744	https://thelanguagedoctors.org/
TransPerfect	212-689-5555	http://www.transperfect.com
LanguageLine Services	1-800-752-6096	http://www.languageline.com

Troubleshooting Common Issues

- If you notice your interpreter does not speak the correct language variety, seek a proper interpreter for the variety before continuing.
- If there are connection issues, ensure the phone or video connection and quality before moving on or reschedule.

Solución de problemas comunes

- Si nota que su intérprete no habla la variedad de idioma correcta, busque un intérprete adecuado para la variedad antes de continuar.
- Si hay problemas de conexión, asegúrese de la conexión telefónica o de vídeo y de su calidad antes de seguir adelante o de reprogramar la cita.

Troubleshooting Common Issues

- In a health care setting, ad-hoc interpreting and using bilingual family members as interpreters is highly discouraged.
- Cost can be a concern and barrier to reach health care services. The organization should provide notice to patients in their own language that an interpreter will be provided at no cost to them.⁶

Solución de problemas comunes

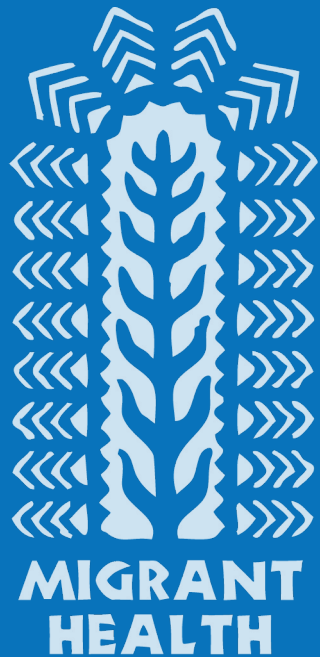
- En un entorno de atención médica, se desaconseja altamente que la interpretación sea *ad hoc* (solo cuando sea necesaria) y el uso de familiares bilingües como intérpretes.
- El costo puede ser una preocupación y una barrera para llegar a los servicios de atención médica. La organización debe notificar a los pacientes en su propio idioma que se les proporcionará un intérprete gratuito.⁶



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Additional Resources / Recursos Adicionales

NCFH language access resources / Recursos de acceso al idioma de NCFH

- [Indigenous Language Variety Identification Guide](#) (unpublished)
- [What's-app Promising Practices for interpretation](#)
- [Telephonic Interpretation During Field Surveys in Multilingual Communities](#)
- [NCFH Guide to implement a Language Access Program](#)

Language access resources / Recursos de acceso al idioma

- [Coalition Against Sexual Assault sample language access plan](#)
- [Creating Effective Translations](#)
- [Cultural Validation and Translation Review Toolkit](#)
- [Refugee Health Technical Assistance Center](#)
- [Toolkit for Written Translation](#)
- [Yamhill Community Care Language Access Toolkit](#)
- [CDC Culture and Language Resources](#)

Questions and Discussion

Preguntas y Discusión

Please use Chat Box or Raise your Hand Feature to ask questions and/or engage in discussion.

Por favor, utilice el cuadro de chat o levante la mano para hacer preguntas y/o participar en discusiones.



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Best Practices for Phone & Virtual Interpretation

Introduction

Many Migratory and Seasonal Agricultural Workers (MSAWs) have Limited English Proficiency (LEP) and may experience language barriers when accessing health care services. These workers have the right to language access services in health care settings under the law.¹ Sixty-five percent of MSAW respondents to the National Agricultural Worker Survey (NAWS) reported Spanish as their preferred spoken language, and NCFH Farmworker COVID-19 Community Assessment data show that there is a growing presence of MSAWs whose first language is a Mesoamerican Indigenous language.^{2,3} Patients with LEP have a greater difficulty understanding information and instructions from health care providers, including how to manage their condition, the meaning of their diagnosis, treatment available, how to take their medication, adverse side effects, ongoing symptoms of concern, and when to follow-up when information is not provided in their first language. Health care providers can make more medical errors when they do not use professional interpreters, lowering their quality of care for LEP patients.^{4,5} Given the potential impact on patient health outcomes, it is critical for health care staff to have language access programs and services in place, including phone and virtual interpretation and translation services.

This resource will provide a brief overview on the role of interpreters and tips to identify patient languages and varieties. It also includes a list on best practices for phone interpretation when serving MSAW populations to facilitate language access services over the phone and improve quality patient care between patients and health providers.

Interpreter Role

Interpreters provide verbal interpretation from one language to another. Usually, these interpreters are contracted through interpretation agencies or are trained and qualified staff.⁶ They can provide services in person, via telephone, or through virtual platforms.⁷

Identifying Language

Identifying the language and/or its variety is necessary when looking for an interpreter. Asking a patient about their native language directly could be an issue due to discrimination and/or violence Indigenous people have faced in relation to their ethnicity. The steps below are sensitive ways to identify language, as well as tools available to identify languages and variants.

1. Identify the geographic area or community you are working with. You may access [NCFH's Language Map](#) to view languages reportedly spoken by MSAWs in the U.S.
2. Set up a language match call with an organization that provides interpretation services for Indigenous languages using this [Translation/Interpretation Directory](#)
3. Ask a community member to listen to a recording in the specific language variety based on their hometown information from a resource such as [SII, México or Glottolog \(México, Guatemala, and other countries\)](#).

4. Use ["I Speak" cards](#) or electronic translation applications to detect the language with patients if no community informants are available.
- If you have identified the languages but need further assistance in identifying the language variety, share the information you have gathered with Indigenous languages experts, including Indigenous advocacy organizations, Indigenous interpretation/translation organizations, or linguists or anthropologists familiar with these languages to identify the correct language variety. Share with language experts the name of the "*departamento*" or "*estado*" (state) and "*municipio*" or "*pueblo*" (town), region, or community that community members are from, or information about how they identify their language. See the **Additional Resources** section below for recommendations for interpreter and translation organizations. Note also the [NCFH Guide to implement a Language Access Program](#) at your center.

Best practices on using Interpreters via telephone or video call

Health providers should follow the best practices below when utilizing interpreters to provide patient services and health information:

- Use certified interpreters or trained, qualified staff fluent in English and the language for interpretation who are familiar with health care terminology, the purpose of work, and are aware of [code of ethics for interpreters](#).
- Allow enough time for appointments, since interpretation usually take 2-3 times as long as an appointment without interpretation. Consider scheduling appointments before or after the patient's workday (lunch breaks may be too short).
- Build rapport with the patient before interviewing and communicating about health services.⁸ This includes introductions and relationship building strategies, such as showing respectful interest in patient's families and cultures.⁹ Community Health Workers (CHWs) often play a critical role in building rapport between clinicians and patients who do not share a common cultural background. CHWs are often very skilled at building trust with community members and patients, and can help you to improve your communication strategies.¹⁰
- Speak directly to the patient, then pause, and allow the interpreter to talk afterwards and directly interpret the information. Speak slow and at an even pace to give interpreters time to think before relaying the message in another language.
- Be sure to use plain, jargon-free language as many people are unfamiliar with medical terms.¹¹
- Break up long thoughts into shorter segments for an easier flow of conversation with the interpreter. Ask questions or speak sentences one at a time.
- Ensure that the patient understands the information by asking them to "teach it back" to you, or demonstrate the actions needed.¹² More information on teach-back methods and show-me methods are listed under Additional Resources.¹³

Special Considerations for Telehealth Appointments

Telephonic interpretation may have technical problems, which can interfere with the quality of communication (J.E. Murphy, 2018). The considerations below may help minimize these disruptions:

- Ask the participants preferences if they would prefer a video or audio only call.⁸
- Ask the patient to find a quiet, safe environment with limited distractions.

- Ensure the patient has a strong broadband/Internet connection to minimize technical issues.⁷
- See [NCFH Health Center Tool Box](#) for more Telehealth tools.

Commonly used language line services:

See table below for commonly used language line services, available virtually or through the telephone for health care settings. These services can be incorporated into your language access program and used by staff for interpretation with LEP patients.

Company	Phone number	Website
Propio	913-381-3143	https://propio-ls.com/
The Language Doctors	773-983-6744	https://thelanguagedoctors.org/
TransPerfect	212-689-5555	http://www.transperfect.com
LanguageLine Services	1-800-752-6096	http://www.languageline.com

More Language access and Interpretation services

- [Burma Center Language Access](#)
- [Comunidades Indígenas en Liderazgo](#)
- [EMBARC Interpretation & Translation Services](#)
- [INGCO International](#)
- [Interpreter and Translation Associations in the U.S.](#)
- [Language Access Florida](#)
- [Language Access Resource Center \(LARC\)](#)
- [NCFH directory for Mesamerican interpreters](#)

Troubleshooting Common Issues

Below is a list of common issues with interpretation within health care settings and how to overcome them.

- If you notice your interpreter does not speak the correct language variety at any time during the contact, take the time to step back and carefully identify the correct language variety and seek a proper interpreter for the variety before continuing.
- If there are connection issues at any time during the contact, stop to ensure the phone or video connection and quality is good before moving on.
- In a health care setting, ad-hoc interpreting and using bilingual family members as interpreters is highly discouraged. This can lead to miscommunication and health issues due to inconsistent and limited medical literacy and family dynamics.⁶ Ensure a qualified hired or contracted interpreter who is certified for the needed language is used for any appointment needing interpretation.
- Cost can be a concern and barrier for patients to access health care services. The organization are required to provide notice to patients in their own language that an interpreter will be provided at no cost to them.⁶

Additional Resources

NCFH language access resources

- [Indigenous Language Variety Identification Guide](#) (unpublished)
- [What's-App Promising Practices for Interpretation](#)
- [Telephonic Interpretation During Field Surveys in Multilingual Communities](#)
- [NCFH Guide to Implement a Language Access Program](#)

Other language access resources

- [Coalition Against Sexual Assault sample language access plan](#)
- [Creating Effective Translations](#)
- [Cultural Validation and Translation Review Toolkit](#)
- [Refugee Health Technical Assistance Center](#)
- [Toolkit for Written Translation](#)
- [Yamhill Community Care Language Access Toolkit](#)
- [CDC Culture and Language Resources](#)
- [ABHO Health Literacy Universal Precautions Toolkit, 2nd Edition: Use the Teach-Back Method: Tool #5](#)
- [Language, Interpretation, and Translation: A Clarification and Reference Checklist in Service of Health Literacy and Cultural Respect](#)

Disclaimer

This publication is supported by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) as part of an award totaling \$1,742,242.00 with 0 percentage financed with nongovernmental sources. The contents are those of the author(s) and do not necessarily represent the official views of, nor an endorsement, by HRSA, HHS or the U.S. Government.

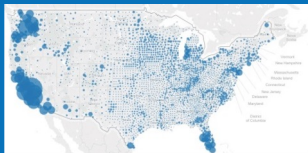
Thank you!
iGracias!



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National Center for Farmworker Health

Population Specific



[Population Estimation](#)



[Fact Sheets & Research](#)



Health Education/Patient Education Resources



[Resource Hubs](#)
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[Mental Health](#)
[SDOH](#)

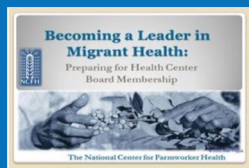


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[Patient Education Materials](#)

Governance/ Workforce Training



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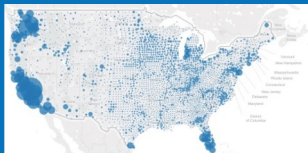
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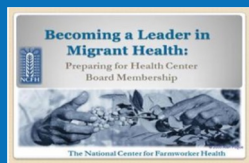


[Historias Digitales](#)



[Materiales Educativos para Pacientes](#)

Gobernanza/ Entrenamientos para la fuerza laboral



[Caja de herramientas del centro de salud](#)



[Seminarios web archivados](#)



[Herramientas, recursos, y plantillas de la junta directiva](#)

NCFH Additional Resources

Recursos Adicionales de NCFH



Una Voz Para La Salud
Call for Health

1 (800) 377-9968

1 (737) 414-5121 WhatsApp

<http://www.ncfh.org/callforhealth.html>

<http://www.es.ncfh.org/ayuda-para-los-trabajadores-agriacutecolas.html>

Call for Health Program

- Connects Farmworkers to healthcare and social services
- Assists with limited financial resources for health services

Programa Una Voz Para la Salud

- *Conecta a Trabajadores Agrícolas a servicios de salud y sociales*
- *Asiste con recursos financieros limitados para servicios de salud*





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Farmworker Health Network (FHN)

Red de Salud de Trabajadores Agrícolas (FHN)

The **Farmworker Health Network** works cooperatively with HRSA to provide training and technical assistance to over a **thousand Community & Migrant Health Centers** throughout the U.S.



La Red de Salud de los Trabajadores Agrícolas (Farmworker Health Network) trabaja en cooperación con HRSA para proporcionar capacitación y asistencia técnica a más de mil Centros de Salud Comunitarios y Migrantes en todo Estados Unidos.



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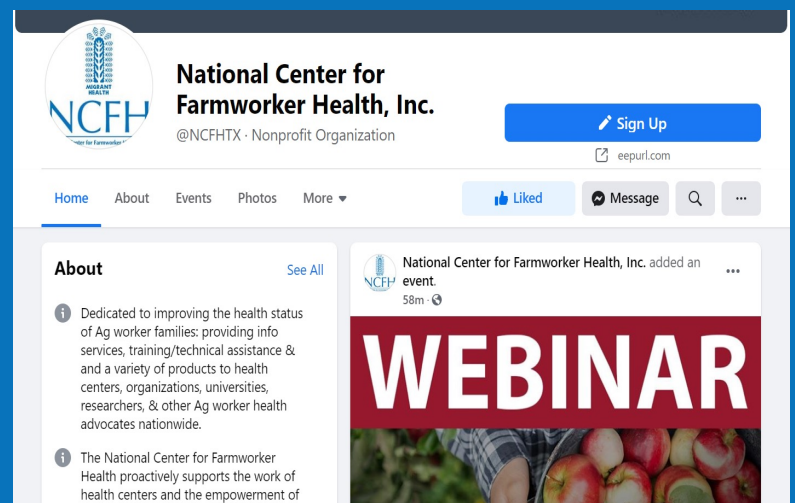
Instagram: @Farmworkerhealth



YouTube: National Center for Farmworker Health



LinkedIn: [company/national-center-for-farmworker-health-ncfh/](https://www.linkedin.com/company/national-center-for-farmworker-health-ncfh/)



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Thank You!

¡Gracias!

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Esta publicación cuenta con el apoyo de la Administración de Recursos y Servicios de Salud (HRSA) del Departamento de Salud y Servicios Humanos de EE. UU. (HHS) como parte de una concesión con un total de \$1,742,242.00 con 0 porcentaje financiado con fuentes no gubernamentales. Los contenidos pertenecen a los autores y no representan necesariamente las opiniones oficiales ni el respaldo de HRSA, HHS o el gobierno de los EE. UU.