

Interpreter Services Resource Packet



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PURPOSE

The Interpreter Services Resource Packet was designed to assist Quality Improvement Organizations (QIOs) with resources, tools and literature that can be shared with Medicare providers to assist them with the implementation of the Office of Minority Health's National Standards for Culturally and Linguistically Appropriate Services (CLAS) in healthcare.

For questions, comments:

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DISCLAIMER

This material was prepared by the Underserved Quality Improvement Organization Support Center (UQIOSC), under contract with the Centers for Medicare & Medicaid Services, an agency of the U.S. Department of Health and Human Services. All web links cited in this packet were working at the time this material was created.

TELEPHONIC TRANSLATION SERVICES

ViaLanguage

ViaLanguage is a full service translation company with over 500 different translators and proofreaders worldwide. Via Language provides online translation services in more than 50 languages. Translation rates vary and instant, online quotes are available.

Web link: www.health.viaLanguage.com

Language Line

Telephone translation services such as “Language Line” have both free posters and tabletop notices in large print for their office clients to display in multiple languages.

Web link: www.languageLine.com

MultiLingual Solutions

Multilingual Solutions (MLS) offers fast, reliable and professional telephonic interpretation services. MLS offers state-of-the art computer telephony with high quality, professional linguists. There is immediate, 24 hours a day, seven days a week, access to over 150 languages supported by over 1,000 professional, certified linguists within an average of 30 seconds. The interpreters are skilled, educated native speakers, certified by industry recognized organizations, and are trained in legal, insurance, medical and technical terminology. MLS has a pay-as-you-go fee structure.

Web link: www.mlsolutions.com/services_telephoneinterpretation.htm

Language Learning Enterprises

Language Learning Enterprises (LLE)-LINK Telephonic Interpretation provides immediate 24 x 7 access to over 150 languages supported by over 1,000 native speaking, LLE certified linguists with an average connect time of 30 seconds. LLE offers state-of-the-art computer telephony with high quality, professional linguists.

The interpreters are skilled, educated native speakers certified by LLE and industry recognized organizations. LLE’s QA Central Methodology is the most comprehensive quality assurance program available. Linguists are trained in legal, insurance, medical and technical terminology. LLE has a pay-as-you-go fee structure.

Web link: www.lle-inc.com/link.html

Telephone Interpreting Agency Registry

The Registry includes agencies that have registered to provide telephone-interpreting services. The Registry includes the agency's contact information, experience delivering telephone court interpreting services and fees/rates. Although the focus of this document is to provide telephone court interpreting services, the information contained is applicable to all businesses and/or professional services.

Web link:

www.judiciary.state.nj.us/interpreters/regagencies.pdf#search=`interpretation%2Ftranslation%20agencies%20for%20telephone%20interpreting%20services

Pacific Interpreters

Pacific Interpreters of Portland Oregon, provides instant access to language interpretation via telephone from English into nearly 200 languages, 24 hours a day, seven days a week. These services are delivered in a fast, reliable and confidential manner. Participants are given a telephonic orientation of the setup process that includes training in how to access this service.

The telephone interpretation services conform to Joint Commission on Accreditation of Healthcare Organizations (JCAHO) standards, Health Insurance Portability and Accountability Act (HIPAA) requirements, and the Massachusetts Medical Interpreter Association (MMIA) Standards.

There is a flat per-minute rate regardless of the language or time of day, and volume discounts are available for businesses that require frequent interpretation.

Web link: www.pacificinterpreters.com

Health Information Translations

This is another resource that offers free health information in many languages. All translated materials are copyright-free with no logos attached. Look for "Be a Partner for Better Health Care" to view the right to have an interpreter at no charge. All health translations have been approved for LEP and cultural appropriateness. This handout is in African French, simplified Chinese, English, Hindi, Japanese, Korean, Russian, Somali, Spanish and Ukrainian.

Web link: www.healthinfotranslations.com

TOOLKIT

Industry Collaboration Effort (ICE) Better Communication, Better Care Toolkit – Provider Tools to Care for Diverse Populations

This toolkit contains materials to help providers deliver health care to a diverse patient population. The toolkit addresses very specific operational needs that often arise in a busy practice because of the changing service requirements and legal mandates, and includes information on the following topics: interacting with a diverse patient base, communication across language barriers, understanding patients from various cultural backgrounds. The toolkit also includes a summary of the “CLAS Standards, a guide on how to meet legal requirements, and many more great resources.

Because this is a large file (60 pages), the following sections are recommended:

Tips for Communicating Across Languages Barriers (16)

10 Tips for Working With Interpreters (17)

Tips for Locating Interpreter Services (18)

Telephonic Interpreting Companies (19)

Web link:

www.medqic.org/dcs/ContentServer?cid=1133278333650&pagename=Medqic%2FMQTools%2FToolTemplate&c=MQTools

Industry Collaboration Effort (ICE)

Web link: www.iceforhealth.org/home.asp

LITERATURE

The Pearl Wood Johnson Foundation

The Pearl Wood Johnson Foundation offers grants that support training, education, research (excluding biomedical research), and projects that demonstrate the effective delivery of healthcare services.

In *Overcoming Language Barriers in Health Care: Cost and Benefits of Interpretive Services*, researchers assess the impact of interpretive services on the cost and utilization of healthcare services among patients with limited English proficiency. Researchers measured the change in delivery and cost of care provided to patients enrolled in a health maintenance organization before and after interpretive services were implemented.

Web link: www.rwjf.org/research/researchdetail.jsp?id=1474&ia=135

National Council on Interpreting Health

The National Council on Interpreting in Health Care (NCIHC) is a multidisciplinary organization whose mission is to promote culturally competent professional health care interpreting as a means to support equal access to health care for individuals with limited English proficiency.

Web link: www.ncihc.org

- **Case Studies on Lack of Interpreter Services**

NCIHC lists various case studies on how foregoing language access services can lead to medical errors.

Web link:

www.ncihc.org/NCIHC_PDF/NCIHCcommentstoOCR2003final.pdf#search='Deanna%20Jang%20JD'

- **National Standards of Practice for Interpreters in Health Care**

NCHIC defines what the National Standards of Practice for Interpreters in Health Care are and how to implement them.

Web link:

www.calendow.org/reference/publications/pdf/cultural/National_Standards_of_Practice_for_Interpreters_in_Health_Care.pdf

- **Code of Ethics for Interpreters**

NCHIC explains what the National Code of Ethics for Interpreters in Health Care are and how they were compiled.

Web link: www.ncihc.org/NCIHC_PDF/NCIHC_COE_962005.pdf

Minnesota Medical Association

The Minnesota Medical Association (MMA) is a professional association representing about 9,500 physicians, residents, and medical students in the state of Minnesota.

- In *Language Assisted Interpreter Services*, the MMA addresses the obligations of clinics and physicians, under the Civil Rights Act of 1964 Title VI, to ensure all limited English proficiency patients receive effective communication in the course of the office visit. The document also includes resources for interpretive services.

Web link: www.mmaonline.net/pdf/proficiency.PDF

Health Access Foundation

The Health Access Foundation is a statewide non-profit organization founded in 1987 and dedicated to achieving quality, affordable health care for all Californians.

- In *Videoconferencing Medical Interpretation: The Results of Clinical Trials*, authors discuss a study in which videoconferencing was used as a method of providing interpretive services, and the health and financial consequences of not providing medical interpretation for persons of limited English proficiency.

Web link: www.health-access.org//videomedint.htm

National Council on Interpreting In Health Care

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