

Connecting to Interpretation Services

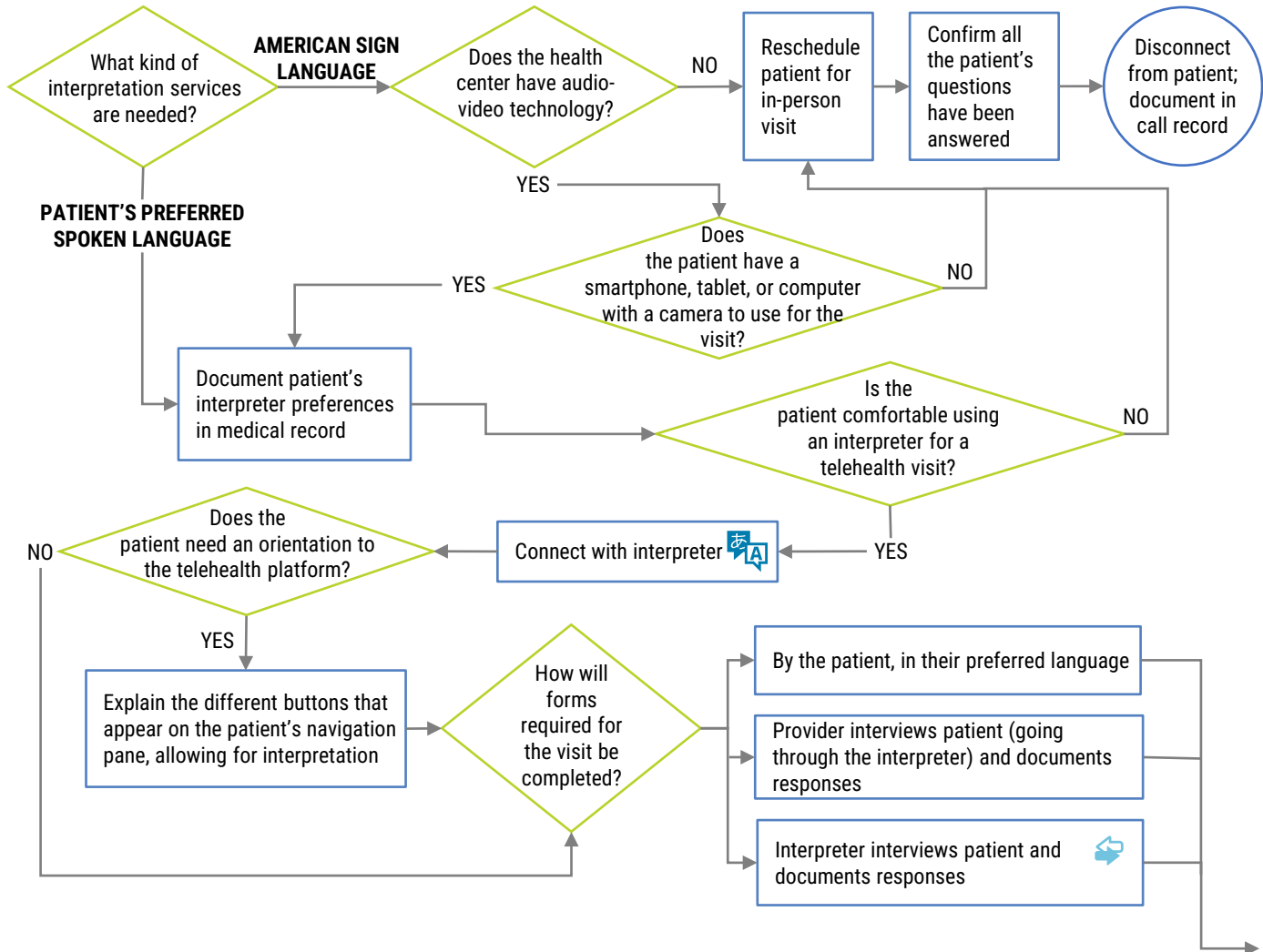
Users should customize this workflow based on their health center’s staffing and telehealth platform.



Pre-Step

Contract with interpretation service provider(s) that:

- ✓ Has certified medical interpreters that speak needed languages
- ✓ Has interpreters that can translate written information, if needed
- ✓ Can disable/enable their video any time during the connection (e.g., during physical examinations)
- ✓ Utilizes technology that is compatible with the health center’s telehealth platforms
- ✓ If applicable: Utilizes audio-video technology
- ✓ If applicable: Utilizes a platform that shows three participants’ (i.e., patient, provider interpreter) screens during the session (for American Sign Language interpretation)
- ✓ Platform should have a Gallery view and not toggle between active speakers

Health centers with larger volumes of patients requiring interpretation services for the same language may request that their service provider assign interpreter(s). This practice allows the health center to establish a workflow with interpreters and review common scripts/language used during visits.



 If interpretation services were previously scheduled, it is a best practice to connect to interpreter first, then the patient
 Step involves the transmission of digital images and/or forms over the telehealth network