

Language Services Triage Criteria

Telephone Interpreting	Video Interpreting	In-Person Interpreting
<p>Description: Provides basic interpreting. Use the telephone for any situation in which the communication is relatively short and uncomplicated.</p>	<p>Description: Provides intermediate complexity and/or time sensitive interpreting. Use for any situation for which a lack of an in-person interpreter will not compromise the care provided.</p>	<p>Description: Provides complex and/or sensitive medical interpreting. In-person interpreting is recommended for any situation that requires more involved communication.</p>
<p>Examples:</p> <ul style="list-style-type: none"> • Routine return visits • Social Work - forms • Registration • Triage • Appointment scheduling • Pharmacy refill • Blood draws/lab • Form completion • Radiology • Patient financial • Patient admitting 	<p>Examples:</p> <ul style="list-style-type: none"> • Procedures • Surgeries • Consents • Specialty visits • Rehab therapies • Patient discharge • Pharmacy: teaching inpatients • Social work assessments • New patients • Rounding 	<p>Examples:</p> <ul style="list-style-type: none"> • Hearing impaired • Mental health/psychiatric issues • Disruptive patients • Confused patients • Family conferences • Conscious sedation procedures • Sexual assault/trauma • Classes/patient education • Complex teaching sessions • End of life discussions
<p>Resource:</p> <ul style="list-style-type: none"> ▪ <u>Dual handset phones or any telephone</u> – dial Medical Interpreting Services Dispatch at (916) 734-2321. 	<p>Resource:</p> <ul style="list-style-type: none"> ▪ <u>Video Martti system</u> – use on dedicated mobile iPads or existing iPads (if enabled)* on as needed basis. ▪ Requests in EPIC are required for appointments one hour or longer in duration. <p><small>*Please call MIS at 4-2321 to enable existing iPads.</small></p>	<p>Resource:</p> <ul style="list-style-type: none"> ▪ Enter requests for in-person service in EPIC; indicate the reason for the in-person request and how long the interpreter is needed in comments. ▪ Video service is a back-up for situations when an in-person interpreter is not available. ▪ An in-person Spanish interpreter is available on Vocera by asking for “Spanish interpreter.” ▪ For after hours, refer to the on-call schedule.

Provider must document Interpreter ID# or name & language in the patient’s medical record. Reference Policy 2881, Medical Interpreter Services, for additional information.

For any questions, contact Medical Interpreting Services at (916) 734-2321