

Communicate with your patients: Schedule no-cost interpreters.

Jackson Care Connect makes it easy for you to request language interpretation for our members.

At no cost to you.

Professional interpreters are ready to meet clinic needs:

- In-person (preferred) or by phone (for immediate, urgent or emergency care)
- More than 40 languages including American Sign Language, seven days a week.

To access an interpreter, contact one of our two services:

▶ **Linguava Interpreters**

Schedule either of these ways:

- **Online.** Click the web portal login at Linguava.com
- **By phone.** Call 503-265-8515

▶ **Passport to Languages**

Schedule one of these three ways:

- **By phone.** Call 503-297-2707
- **By fax.** Fax request to 503-297-1703
- **Online.** For initial setup, go to “How to Order” at passporttolanguages.com



For languages less commonly spoken here:

Call customer service if you find out that neither service provider can help.

Scheduling tips:

Advance notice is important. Schedule interpreters as soon as members make their appointment. The services prefer at least **72 hours** lead time.

Allow for an orientation. Make sure the appointment allows time for staff to talk with the interpreter about the visit's purpose.

When you schedule, let the service know:

- Patient's preferred language/s and basic info: name, DOB, phone, Member ID
- If you're requesting an onsite interpreter for a future appointment
- If you're requesting a phone interpreter for an immediate need (You'll be connected to the next available interpreter)
- Appointment type and special instructions, such as a specific interpreter or gender.

Important: Contact the service to either set up or to confirm an appointment reminder phone call.

Language access is important to outcomes. **And it's the law.**

We're committed to ensuring meaningful language access services for our members with limited English proficiency (LEP)

- The Affordable Care Act (Section 1557) requires it.
- Title VI of the Civil Right Act directs agencies receiving federal funding to provide meaningful language access to persons with limited English proficiency, and at no charge.
- A literature review found that professional interpretation services are associated with improved clinical care in terms of comprehension and errors, utilization, clinical outcomes and satisfaction for both patients and clinicians. (*"Do Professional Interpreters Improve Clinical Care for Patients with Limited English Proficiency? A Systematic Review of the Literature," Health Services Research, April 2007*)

Interpreters are part of the multi-disciplinary care team

A best practice for interpreted visits is to include a pre-session at the start of the appointment. The pre-session is an opportunity to share the framework for communication during the visit.

CIFE

One widely accepted approach for setting expectations is the CIFE model. Zarita Araujo-Lane, an interpreter with Cross Cultural Communication Systems of Massachusetts, developed the **CIFE** acronym to respond to a need she saw in the field.

Clinician resources

"Guidelines for medical providers for working with interpreters:"

interpreter-training.com/wp-content/uploads/ALL-COURSE-CONTENTS-WITH-PAGE-NUMBERS.pdf

"Best practices for using over-the-phone interpretation:"

blog.cyracom.com/best-practices-for-using-phone-interpretation-in-a-healthcare-setting

"Helping patients express their preferred language:"

oregon.gov/oha/OEI/Documents/Preferred%20Language%20Cards%20Instructions%20for%20External%20Partners%202010_2017.pdf

More about CIFE

C stands for Confidentiality. Interpreters sign confidentiality agreements, but reiterating this at the beginning of each session helps build trust and establish safety with the patient. Providers should be sure to notify clients when they may be obligated to report information to a third party.

Also clarified at this time is the protocol regarding written notes an interpreter might take during the session. Notes will be shredded or disposed of, in a secure bin, immediately following a session.

I stands for "I use first person." Interpreters speak in the first person. This cuts down on confusion, provides a more accurate interpretation and allows for genuine dialogue between the client and provider. This also avoids assumed pronouns and allows providers to hear patients' stories, in their words.

F stands for Flow. The provider and the patient control the content of the visit; the interpreter controls the flow. The interpreter might ask for clarification during a session or ask the provider or client to slow down.

Providers can empower interpreters at the beginning of a session by saying, "You control the flow of this meeting. If I'm going too fast, slow me down. If you don't understand something, or the client doesn't understand something, ask me to clarify."

If a session lasts more than 30 minutes, the interpreter might request a break.

E stands for "Everything that is heard or said in this space will be interpreted." The interpreter interprets everything that's said or heard, including intercom announcements, phone calls, swear words, all interruptions and even side conversations.

Source: multco.us/global/cife-interpreters-tool