

COVID-19: Equity in Care for Patients with Limited English Proficiency (LEP) at UCSF Health: A Guide for Ambulatory

Professional Interpreters are here for everyone- not just providers!

No shortcuts with interpreters, especially during a crisis. This is not the time to “get by” with limited language skills or family members. We need to be sure that our symptom assessment/history taking is accurate and that patients understand the plan.

Who has limited English proficiency?

- Patient cannot speak and/or understand you in English
- You cannot understand the patient in English
- Non-English language in Apex
- Needs an interpreter in Apex
- Uses American Sign Language

In general, Interpreter Services is not deploying in-person interpreters except for limited exceptions. **Options to access professional interpretation include:**

Telephone Calls - Dial 415-353-2690, option 1 (obtain interpreter first and they will conference in the patient)

On-site - Use Video Medical Interpreter (VMI) device when available, otherwise telephone

Video visits - See Below

Video Visit or Video Communication

If your patient has limited English proficiency, they can still do a video visit WITH an interpreter!

Add an Audio Interpreter to Zoom – **On Demand**

- In Zoom, Click Invite on lower left corner -> Click Invite By Phone Name
 - Label: “Interpreter”, Number: 877-472-2434. Click Invite -> Click Admit -> Say language
 - For more information on including an audio interpreter: [Tipsheet](#) & [Instructional Video](#)

Add a Video Interpreter to Zoom - **Need to Schedule**

Available languages: Spanish, Cantonese, Mandarin, Russian, and ASL.

Particularly important for our Deaf patients who communicate using American Sign Language (ASL).

To schedule, you must be on campus or remotely logged in to the UCSF Intranet and give 48 hours’ notice (if less time, contact Interpreter Services)

- Schedule through Carelinks ->Interpreter Services -> include Provider’s Zoom Meeting ID in Special Comments
- For more information on including a video interpreter: [Video Interpreter Tipsheet](#)

Deaf Patients - ASL –If you cannot schedule an ASL video interpreter ≥ 48 hours in advance, page the interpreter services manager pager 415-443-3337 to urgently assist in scheduling. If the above system does not work, please reach out to reschedule the patient in a timely manner with a certified interpreter via video.

For General Video Visit Help - [TeleHealth Resource Center Document Library](#)

Written Information about COVID-19 should be translated to our top languages in Ambulatory:

Spanish, Cantonese, Mandarin, Russian, Korean, Vietnamese.

- Interpreter Services is getting documents translated to provide information as quickly as possible, here is where you go to request a translation: [CareLinks](#) -> [Communication Column](#) -> [Document Translation Request](#)
- General Information about COVID-19 in other languages available [here](#)
- COVID-19 SmartPhrases have been translated to multiple other languages that will automatically populate based on the patients preferred language.

Having Issues with accessing and using interpretation, please reach out to the interpreter services manager pager (text or page) 415-443-3337