UC Riverside, School of Medicine Policies and Procedures Policy Title: Language Interpretation Policy Number: 950-03-017

Responsible Officer:	CEO, UCR Health
Responsible Office:	Clinical Operations
Origination Date:	08/2016
Date of Revision:	2/2021
Review Date:	01/2023
Scope:	UCR Health Faculty Practice Locations

I. Policy Summary

UCR Health will take reasonable steps to ensure that persons with Limited English Proficiency (LEP), or other language barriers such as hearing impairments, have meaningful communication with their healthcare provider regarding their medical conditions and treatments. The policy also provides for communication of information contained in vital documents, including but not limited to, Terms and Conditions, Consent to Treatment forms, financial and insurance benefit forms, etc. All interpreters, translators and other aids needed to comply with this policy shall be provided without cost to the person being served, and patients/clients and their families will be informed of the availability of such assistance, free of charge.

II. Definitions

Not Applicable

III. Policy Text

Language assistance will be provided through the use of interpreters, or formal arrangements with virtual interpretation services (Martii). All staff will be provided notice of this policy and procedure. UCR Health will conduct a regular review of the language access needs of its patient population and will update and monitor the implementation of this policy and these procedures, as necessary.

IV. Responsibility

UCR Health practice location staff

V. Procedures

A. IDENTIFYING PERSONS WITH LANGUAGE LIMITATIONS

1. **Hearing Impaired Individuals & Limited English Proficiency**

   A contracted vendor, *Martii*, is available to provide sign language interpretation services for hearing impaired individuals. In order to obtain sign language interpretation for any clinic patient, clinical staff and/or providers will access Martii mobile cart and follow the attached instructions (Attachment A). For all telehealth services they will access Martii the attached instructions (Attachment B & C). The provider and/or clinical staff will search and select the interpreter services needed where they will be connected to a certified medical interpreter.

B. OBTAINING A QUALIFIED INTEPRETER

Utilize the Martii mobile cart for in-person visits or utilize Martii via telehealth visits to access an interpreter (Attachment B & C *Instructions)*

Some LEP persons may prefer or request to use a family member or friend as an interpreter. However, family members or friends of the LEP person will not be used as interpreters unless

specifically requested by that individual and **_after_** the LEP person has understood that an offer of an interpreter at no charge to the person has been made by the facility. Such an offer and the response will be documented in the person's file. If the LEP person chooses to use a family member or friend as an interpreter, issues of competency of interpretation, confidentiality, privacy, and conflict of interest will be considered. If the family member or friend is not competent or appropriate for any of these reasons, competent interpreter services will be provided to the LEP person. UCR staff may use discretion to determine competency.

Minors and other patients will **_not_** be used to interpret, in order to ensure confidentiality of information and accurate communication.

C. MONITORING LANGUAGE NEEDS
On an ongoing basis, UCR Health will assess changes in demographics, types of services or other needs that may require reevaluation of this policy and its procedures. In addition, UCR Health will regularly assess the efficacy of these procedures, including but not limited to mechanisms for securing interpreter services, equipment used for the delivery of language assistance, complaints filed by LEP persons, feedback from patients and staff.

VI. Forms/Attachments
Attachment A: *Martii Mobile Cart Instructions*
Attachment B: *Martii Zoom Instructions*
Attachment C: *Martii MyChart Video Visit Instructions.*

VII. Related Information
Not applicable
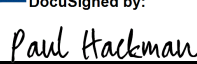
VIII. Revision History
Not applicable

Approvals:
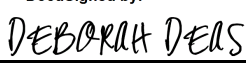
COMPLIANCE COMMITTEE (01/23/2023)

Paul Hackman
PAUL HACKMAN, J.D., L.LM.
CHIEF COMPLIANCE AND PRIVACY OFFICER,
SCHOOL OF MEDICINE

2/1/2023 | 2:09 PM PST
DATE

DEBORAH DEAS
DEBORAH DEAS, M.D., M.P.H
VICE CHANCELLOR, HEALTH SCIENCES
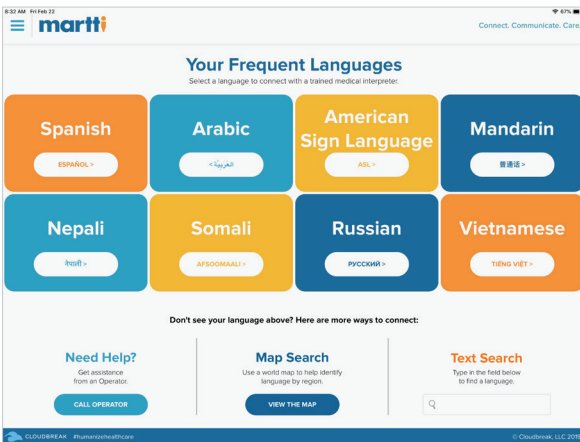DEAN, SCHOOL OF MEDICINE

2/2/2023 | 1:54 PM PST
DATE

Brief User Guide

martti

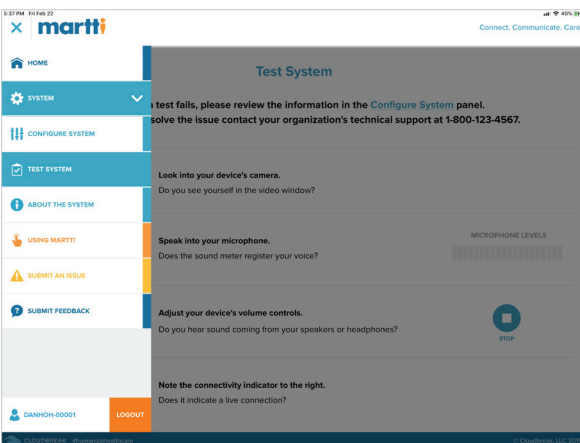## PLACING A CALL WITH MARTTI NEXT

Step 1: Sign in
Enter your Martti ID and sign in.

Step 2: Search for a language
Search for a language 4 different ways:

- 👆 Shortcut buttons to an interpreter in the most requested Martti languages
- 🌐 View the world map and choose a region to find a language
- 🔍 Search for a language by name
- 💁 Call an operator for assistance

## Step 3: Open the left-side menu
Learn how to use Martti and get technical support.

- 🏠 Return to the home screen
- ⚙️ Configure, test and find system information
- 👆 A quick reference guide to key features and Martti tips
- ⚠️ Report a problem
- 💬 Send us your comments
- LOGOUT Exit the Martti Next Generation app
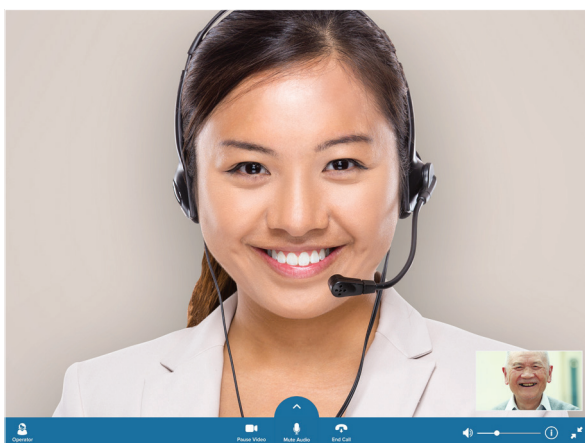
Step 4: Connect to an interpreter

Connect to a certified medical interpreter. Tap "End Call" when you are done.

- Request in-call assistance from an operator
- Turn your camera on/off
- Turn your microphone on/off
- Access the virtual interactive whiteboard
- Disconnect from the call
- Turn the volume up/down
- View call details
- Collapse/expand the video window
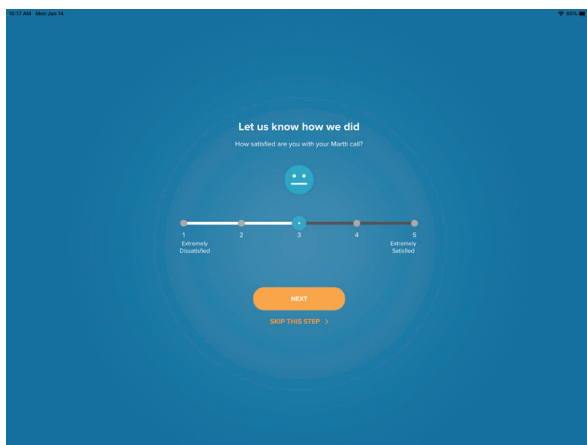
Step 5: Rate your experience

Rate your experience and submit feedback to Martti.
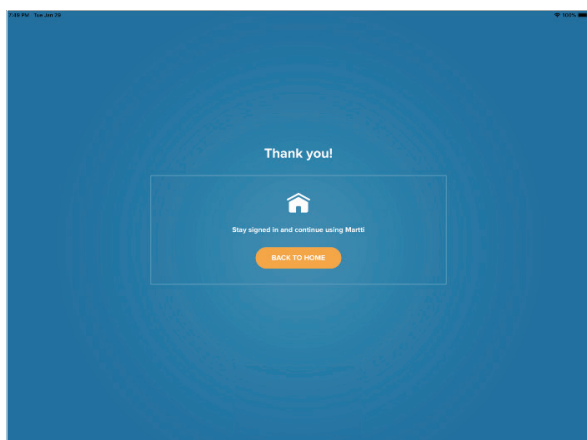
Step 6: Back to home

Return to home. You are ready to place another call.

UC RIVERSIDE

Attachment B

MARTTI Interpreter for Zoom

**ZOOM now allows Martti Interpreters to Join the Video Call**

- Martti Interpreters are only able to join ZOOM Video Calls (or Scheduled MyCart Video Visits), there is currently no integration with Facetime, Doxmity, Etc.
- The invitation of a Martti Interpreter to a Zoom call is real-time, not something that needs to be scheduled.
- The functionality Is available on both Mobile and Desktop.
- The Inpreter will ask for the following information:
  - Department
  - Providers first & last name
  - Patient first & last name
  - MRN
  - Access Code: **84353478**

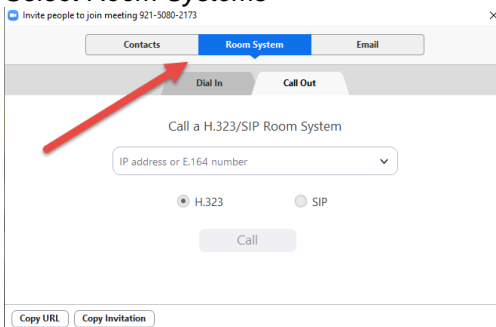**Inviting a MARTTI Interprester to ZOOM - Desktop**

1. Log Into your Zoom Meeting
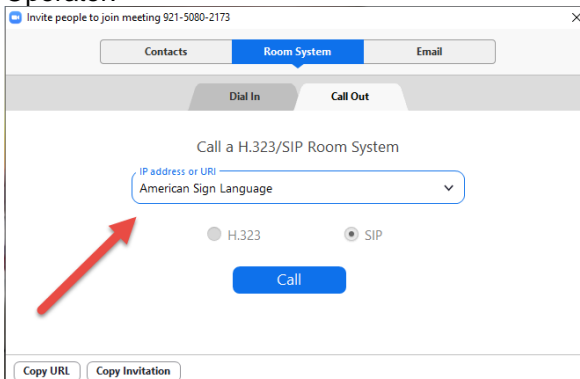2. Select *Participants* – A white pane will open to the side
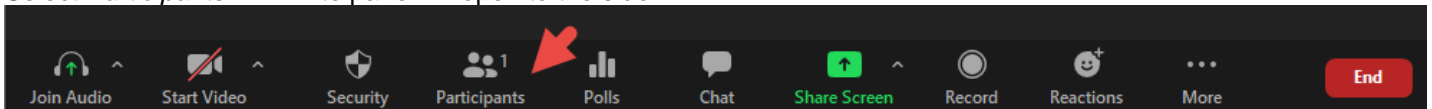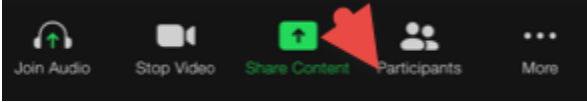

3. Select *Invite*
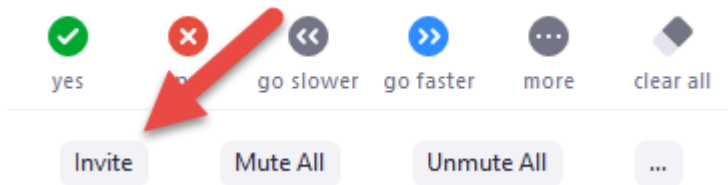
4. Select *Room Systems*

5. Use the drop down menu to select the language you would like an interpreter for. If the language is not listed, select Operator.

6.   A MARTTI Interpreter for that Language or a MARTTI Operator will join the ZOOM call.

Inviting a MARTTI Interprester to ZOOM – Mobile
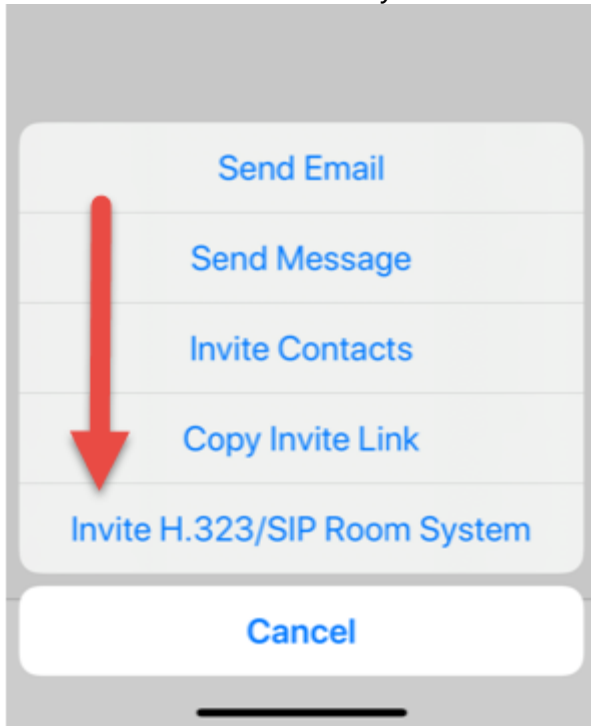
1.   Log Into your Zoom Meeting
2.   Select *Participants*

3.   Select *Invite*

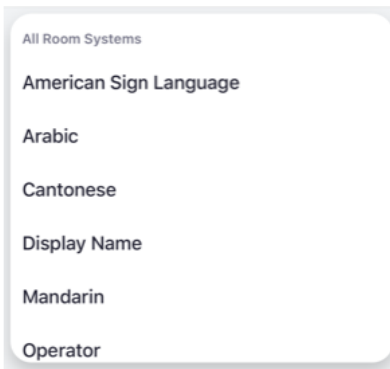4.   Select *Invite H.323/SIP Room Systems*

5.   Click *SIP*

6.   Select the Language Needed form the Drop-Down. If the language Isn't Listed Click Operator

7.   A MARTTI Interpreter for that Language or a MARTTI Operator will join the ZOOM call.

UC RIVERSIDE

Attachment C

MARTTI Interpreter MyChart Video Visit

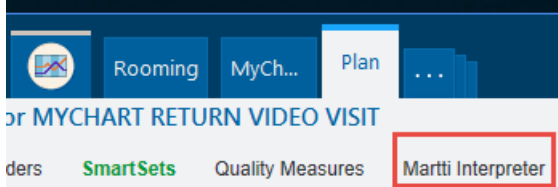**MyChart Video Visits now allow Martti Interpreters to Join the Appointment**

- Martti Interpreters are only able to join MyChart Video Visits (There is no current integration with Zoom, Doximity or any other technology).
- The invitation of a Martti Interpreter to a MyChart Video Visit is real-time and doesn't require a change to your current MCVV scheduling workflow.
- The Interpreter will count as one of the VIDYO lines for Multiprovider Video Visits.

**Inviting a MARTTI Interpreter to a MyChart Video Visit**

1. **Provider** Opens Haiku/Canto on their phone or iPad and navigates to the appropriate appointment.
2. **Provider/Staff** Opens Hyperspace and navigates to the patients chart.
3. **Provider/Staff** navigates to the Rooming or Plan Section of the Chart (The Martti Button can be accessed from both):
   a.
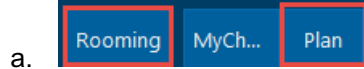
4. **Provider/Staff** navigates to the Martti Interpreter section of Plan/Rooming:

5. **Provider** joins the MyChart Video Visit in Haiku/Canto.
6. The **Providers** name will show up in green under the Martti Interpreter button. It may be necessary to click the refresh button in the upper right corner of the box to make the name appear once the Provider has joined the call:
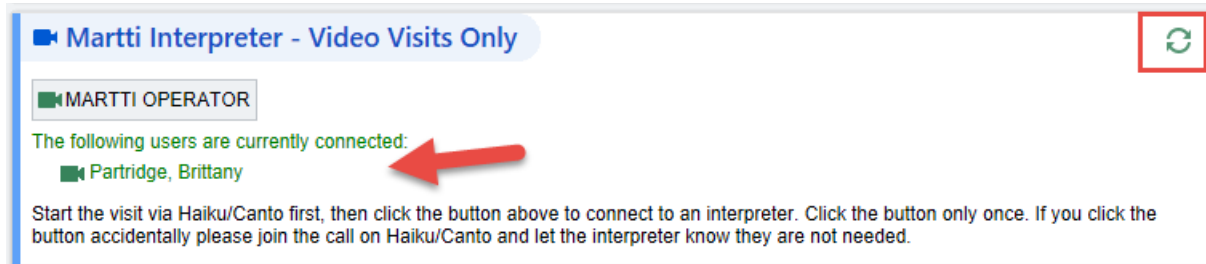
7. Once the Provider's name has appeared in green. **Provider or Staff** click the Martti Operator button **ONCE.** A second tab will open in your brower and it will be blank, disregard and click back into the hyperspace tab.
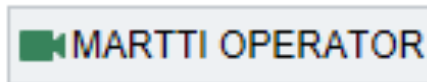
   *Note: if the Button is clicked more than once you will end up with multiple Interpreters and Operators in your Call.
   *Note: The Patient and Other Providers names will appear in green as well as they join the visit. The Martti will not appear as they are not joining through an EPIC application.

8. The Martti Operator/Interpreter will appear in Haiku/Canto in your MCVV within a minute.

   *Note: Epic is configured to send the language documented in the patients chart to MARTTI. If that language is a common one it will connect directly to the Interpreter. If not it will connect with an Operator to connect you to the appropriate Interpreter.

9. Conduct the MCVV per usual workflow and when you are finished, just disconnect as usual, there are no extra steps to close the visit.