

Interpreter Services: Telehealth Visits

Purpose

Telehealth visits requiring interpreter services should follow MHS Policy PC-147 Language Access for Limited English Proficient (LEP) and Hearing-Impaired Patients. The purpose of this policy is twofold: (1) To ensure that limited-English proficient (LEP) and hearing-impaired patients, and/or their surrogate decision-makers, understand their medical condition and treatment options; (2) To provide quality patient care for LEP and hearing-impaired patients through effective communication and patient-and-family centered care.

Interpreter Services: Language Line

A single Telehealth conference call, accessing a telephone-based interpreter, not video, Language Line provides access to over 140+ languages connecting through Zoom. Connect to a telephonic interpreter via one of numbers below (*Unique Client ID needed at time of call. Request from Management):

Memorial Care Medical Foundation

Dial: 800-523-1786

Long Beach Medical Center

Dial: 800-523-1786

Orange Coast Medical Center

Dial: 800-523-1786

Saddleback Medical Center

Dial: 800-523-1786

Video Application: Zoom

To meet the needs of our LEP and Hearing-Impaired Patients using video technology during a virtual visit, use the “Merging a Zoom Phone call in to a Zoom meeting” feature, you can connect your patient’s interpreter service.

<https://support.zoom.us/hc/en-us/articles/360036584552-Switching-between-and-merging-a-phone-call-and-meeting>



Additional Resource

Zoom Help Center-Spanish: <https://support.zoom.us/hc/es>

Zoom Patient Tip Sheet: Spanish (Request from MGT)