

## How to Work with Interpreters via Remote Interpreting

As we have all had to adjust our usual way of doing things, here are some tips on how to partner with your remote interpreters for greater satisfaction all around: for patient, interpreter and medical providers!

**In one sentence:** Provide the interpreter with context; otherwise it's like walking into an encounter without looking at the medical chart or getting a report.

### In 4 bullets:

- Introduce yourself with name, role (nurse, social worker, provider, etc. Are you part of a group that is seeing the patient?)
- Location: Is it a clinic? Inpatient unit? Ob or Psych? ED?
- Patient: Male or female, adult or child. Is there someone present aside from the patient? Are there cognitive or hearing issues, or other factors affecting communication? (Some interpreters may need the MR#)
- Purpose of encounter: are you doing rounds, is it a f/up on "X" issue, are you giving meds, is it a procedure and which one?

So it would sound like this: *Hello. My name is Ursula. I'm a Neurology resident checking in on a patient on the Surgical ward. Patient is an elderly male here for knee surgery who has been less responsive than usual. He is accompanied by his daughter and one grandson. I'll be doing a neurological assessment.*

**Speak to the patient, looking at the patient, in blocks of 1-3 sentences.**

**Interpreter may need to ask for clarification more. We need you to say names (of places, of medicines, of diagnoses) a little slower and maybe even spell them out. Turn taking is always a challenge, and we will do our best. Patients often are less structured than providers, and so we will need to ask them for more clarifications and repetitions and to pace themselves. Please take time to make sure we can see the patient, and even the companions, when it's on video.**

### As a plea:

We need you to be our eyes on phone encounters. Can you imagine having an encounter with a patient with your eyes closed? Please let us know when something happens that can only be perceived visually.

We know that we're speaking to the choir in this case, and that many of you already practice this or more. We love to be part of the team, so feel free to ask us questions and provide suggestions so that we can all of us learn more together.