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# COVID-19 Telehealth Visits With Interpreters

For telehealth visits that require an interpreter during the COVID-19 Reactivation period the following solutions are available to incorporate a 3rd party into your telehealth visits. While the interpreter services options available are slightly different between NMG and RMG, the below sections outline options. We know this isn’t a perfect solution, and continue to evaluate alternatives to ensure our non-English speaking patients can get the care they need.

## **Interpreter Services Available**

### Northwestern Medical Group (NMG)

* Call NMH/NMG Interpretation Services at 312-926-2521 available Mon-Fri 7am-5pm
* Call the LanguageLine at 877-546-3401
  + Select the language needed
  + Provide 4 digit cost center #4059
  + Provide Full Name, Dept or Unit Name
  + If asked, the Client ID is  #294016

### Regional Medical Group (RMG)

* RMG offices with VRI (Video Remote Interpreting) devices can use these for telehealth visit conducted from offices
* Call the LanguageLine at 630-933-4300 (3-4300)
  + Select the language needed
  + Provide 4 digit cost center #
  + Provide Full Name, Dept or Unit Name
  + If asked, the Client ID is  #294016

## **Telehealth Interpreter Solutions**

### Video Visits

**Doximity, Doxy.me, Microsoft Teams** do allow for adding 3rd participants to video visits. However, they all have considerations with requiring the 3rd party to accept text messages, join from a link, or call into a conference line which are not easy options for LanguageLine. Instead, we recommend mimicking the in-office process of using an additional device (VRI, iPad, office line, personal land line, etc) to contact an interpreter to participate in the visit.

1. Contact interpreter service (based on NMG or RMG options) via land line, office line, or iPad speaker phone and secure appropriate interpreter
2. Use Doximity App to initiate video visit with patient
3. Confirm that speaker phone volume is up and both interpreter and patient can hear clearly
4. Conduct video visit

### Telephone Visits

Conducting a telephone-only telehealth visit with an interpreter allows for a simple and streamlined process.

* 1. Contact interpreter service (based on NMG or RMG options) via office phone or personal device
  2. Have interpreter call patient and conference in physician
  3. Confirm that all parties are connected and can hear clearly
  4. Conduct telephone visit

***For NMG Only***

For patients needing a Spanish interpreter, NMH/NMG Interpretation Services team can be leveraged.

* Schedulers or PSRs fill out the Language and Interpreter fields in Epic:
  + The Language field = “Spanish”
  + The Interpreter Needed = “Yes”
* When those fields are filled in NMH/NMG Interpretation Services staff will be aware of the appointment
* Appt Notes will indicate that an NMH/NMG Interpreter has been scheduled for the visit with instructions to call 312-926-2521 at the time of the appointment to include them
  + If there are no Appt Notes please contact LanguageLine
* On the day and time of appointment all parties would connect

## **Additional Resources**

[**NMI COVID-19 Telehealth Resources**](https://nmi.nmh.org/wcs/page/nm-coronavirus-telehealth)

[**Physician Forum Telehealth Resources**](https://physicianforum.nm.org/covid-19-telehealth-resources.html)

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