

High Tech Interpreter Services is a Click Away at the Contra Costa Regional Medical Center and county health centers!

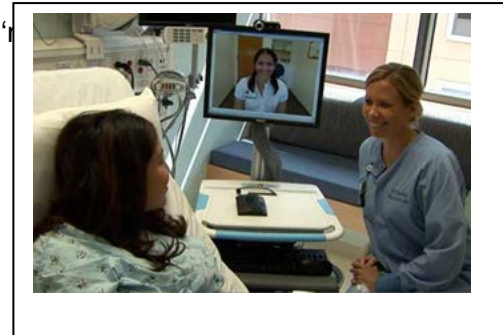
Do some of your patients struggle with Speaking English or have a disability? If so, make sure you offer them Free Interpreter Services or an interpreter for American Sign Language!

CCRMC hospital and clinics providers have access to HCIN – Health Care Interpreter Network. Video interpreter units are installed in each health center exam room and at each bedside at CCRMC.

Easy Steps for Using Video Interpreter Services at CCHS

Check in Epic under demographics patient preferred **spoken** and **written** language. Check to see what the interpreter sees by pressing 'self-view' – adjust the camera (especially important for ASL), then 'exit'.

- Use speed dial for Spanish, ASL or All other languages
- When recording comes on for all languages, choose from the attached list or badge card at any time
- Please state your name and where you are calling from and speak directly to your patient/client – use first person
- Document in the medical record, include interpreter ID#



If you need instructions for **Telehealth** or have any questions about accessing Interpreter Services, contact *Sally McFalone* email: Sally.McFalone@cchealth.org ph: 925-313-6242.