In the screening visit

1. Patients need to understand you. No shortcuts with interpreters, especially during a crisis. This is not the time to “get by” with limited language skills. Need to be sure that patients understand the plan and that history is accurate.
   a) Reinforce all interpreters are also bound by patient confidentiality at the start of the patient interview.
   b) Do not rely on family members (including children) or friends to interpret for you.

2. Interpreted conversations are often less patient centered. Be sure to ask about patient concerns and feasibility of recommendations. Specifically be sure to ask / address:
   a) What have you heard about this illness? Dispel rumors.
   b) What else are you taking for this illness? Any other medicines or herbs or treatments?
   c) What are your worries? Who lives at home with you? Are you caring for a high-risk person (e.g., elderly person, immunosuppressed)? If isolation is needed, ask open-ended questions about any concerns. Assess feasibility.

3. Highlight that public charge is suspended for COVID-19 testing and treatment. Don’t ask if that applies; encourage all patients to spread the word broadly in their communities. This means that seeking testing or care for COVID-19 concerns will not impact patient ability to get a green card.

4. Ensure written communication, patient guidance and education for symptomatic patients, and telemedicine workflows include language access considerations, particularly for threshold languages in your system.

For admitted patients

5. Underuse of interpreters is common. Ensure hospitalized patients with language barriers (or their families for intubated/severely ill patients) have an opportunity to ask questions via a phone/video interpreter AT LEAST once a day with a physician and once per shift with nurses (ideally every interaction). This is a quality floor, not a ceiling.
   a) To facilitate this, preferred language must be correctly documented in the electronic health record.

6. Address barriers to patient-initiated communication with nurses.

7. LEP admitted patients are even more isolated without family. Make case by case decisions on having one family member present. With increasing restrictions on visitors to the hospital, facilitate remote connection via phone or videos with loved ones.

8. Community organizations know how to communicate with patients. When possible, share your expertise or that of language concordant colleagues with community organizations and media.

9. Fight stigma and promote connection. We are all at risk, and we can take care of one another.

10. Immigrants may be low wage workers. Offer and advocate for community resources addressing social determinants of health, such as food or housing insecurity. Unaccompanied immigrant youth are at particular risk with school closures.

Developed by: Drs. Alicia Fernandez (@AliciaFMD) and Elaine Khoong (@elainekhoong) with Drs. Lisa Diamond (@DrLisaDiamond), Archna Eniasivam, Leonor Fernandez (@lfernandez), Leah Karliner (@lkarliner), Lev Malevanchik (@Levmal526), Jorge Rodriguez (@translatedmed), and Lucy Schulson (@LucySchulson)
INFOGRAPHICS

IN THE SCREENING VISIT

ELICIT CONCERNS
- Dispel rumors
- Alternative medicines/herbs
- Concerns about self-isolation

HIGHLIGHT PUBLIC CHARGE SUSPENDED FOR COVID-19 DX / TX

USE INTERPRETERS
- Reinforce confidentiality

ENSURE LANGUAGE ACCESS FOR TELEMEDICINE AND PATIENT INSTRUCTIONS

IN THE HOSPITAL

FACILITATE REMOTE CONNECTION WITH LOVED ONES
- Provide phone / video resources
- Consider allowing 1 family member

ADDRESS BARRIERS TO PATIENT-INITIATED COMMUNICATION
- Ensure patients understand how to reach nurses

DAILY ROUNDS WITH PHONE/VIDEO INTERPRETER WITH PATIENT AND/OR FAMILY
- At least 1x/day for clinician
- At least 1x/shift for RN
PROMOTE ACCESS TO HEALTH INFORMATION
MEET SOCIAL NEEDS

OFFER CONTENT EXPERTISE TO COMMUNITY ORGANIZATIONS AND MEDIA

Hola!
Ciao!
你好!
xin chào!
Здравствуйте
Bonjour!
مرحبا
Kamusta!

FIGHT STIGMA. PROMOTE CONNECTION. WE ARE IN THIS TOGETHER

ADVOCATE AND OFFER COMMUNITY RESOURCES FOR SDOH

🏠  🍲  💰
Resources

Please note that these resources will be focused for clinicians/systems that care for immigrant + LEP patients, but I will include patient-related resources as I collect them. These will be crowdsourced. I will try to organize them as best as I can. If you have additional resources/workflows/tips that can be used by others, please share files here and other websites here.

For patients

COVID-19 Education

- General information (COVID epidemiology/prognosis, prevention of COVID)
  - Repository of resources in 50+ languages → GO HERE FOR LESS COMMON LANGUAGES
  - COVID19 health literacy project (in 35+ languages; includes children’s books)
  - In multiple languages from trustworthy sources
  - From Washington State Dept of Health (Arabic, Dari, Farsi, French, Indian, Japanese, Khmer, Korean, Russian, Spanish, Thai, Ukrainian, Vietnamese)
    - Preparation, info for caregivers, info for COVID19 exposure
  - FAQ sheets from Coronavirus Support Network (English, Spanish, Portuguese)
  - Basic information on coronavirus from the CDC (Spanish)
  - Basic information on coronavirus from Hesperian Health Guides (Bahasa Indonesian, Bengali, Chinese, Filipino, French, Hindi, Sindhi, Spanish, Portuguese, Telegu, Urdu, Vietnamese, and others)
  - Fact sheet, infection prevention, and meals (in Boston): English, Spanish, Chinese, Vietnamese, Portuguese, Haitian Creole, Russian, Arabic, Somali, Cape Verdean Creole, Farsi
  - Flattening the curve from Washington Post (see right hand of page; 13 languages and counting)
  - Resources, including general information, infographics, and tips for children and families (Spanish) - includes information about public charge
  - Resources in Asian American and Native Hawaiian Pacific Islander languages

- Infographics / Posters
  - From Washington State Dept of Health (10+ languages)
  - Flyer on coronavirus prevention from the CDC (Spanish)
  - Infographic on coronavirus from LA County Public Health (Spanish)
  - Social distancing posters from Boston Medical Center (Spanish, Haitian Creole, Portuguese, Mandarin, Vietnamese)
  - Children’s books about COVID (Spanish, Italian, Portuguese, French, Polish, Hebrew, Indonesian, German, Turkish, Russian, Arabic, Romanian, Hungarian, Greek, Danish, Serbian, Welsh, Croatian, Japanese)
  - Information on importance of handwashing from CDC (not COVID-19 specific) (Spanish)
  - COVID - 5 tips from Boston Medical Center (Armenian, Bahasa Indonesian, Bengali, Chinese, Czech, Dutch, French, German, Hindi, Macedonian Cyrillic + Latin, Persian, Portuguese, Russian, Serbian Cyrillic, Spanish, Tami, Turkish, Ukranian, Urdu, Vietnamese and growing)
Isolation instructions
- COVID - awaiting test results from Boston Medical Center (infographic) (Spanish, Czech)
- COVID - positive test from Boston Medical Center (infographic) (Spanish, Czech)
- From Washington State Dept of Health (Arabic, Farsi, French, Indian, Japanese, Korean, Russian, Dari, Spanish, Thai, Ukrainian, Vietnamese)
- From San Francisco Department of Public Health (Spanish, Chinese, Tagalog, Vietnamese, Russian)

For undocumented patients
- Undocumented workers' rights in CA
- Undocumented Fund in Sonoma County
- List of resources
- 24-hour phone hotline for Bay Area

Social Needs
These are obviously local and since many of us are based in northern CA. It is northern CA focused.

- Northern California
  - Free food in Oakland
  - Free breakfast and lunch in SF
  - SF Dept. of Public Health information in multiple languages
  - Cease executions of evictions in Alameda County
  - Bay Area community resources and up-to-date health information
  - San Francisco Unified District Free Meals
  - A variety of community resources
- Boston
  - Fact sheet, infection prevention, and meals (in Boston): English, Spanish, Chinese, Vietnamese, Portuguese, Haitian Creole, Russian, Arabic, Somali, Cape Verdean Creole, Farsi

For clinicians/health systems
A work in progress, there are a number of good poster resources below. Will try to start depositing workflows / adaptations that clinicians/systems can use specific to immigrant + LEP patients as they become available

Telehealth
- UCSF Health workflows includes:
  - including interpreters in phone or video visits
  - patient instructions for Zoom meetings in Spanish and Chinese
- UCSF Center for Vulnerable Populations Telehealth Resources
Questions

Feel free to reach out to any of the clinicians referenced above at the bottom of page 1. Elaine Khoong (@elainekhoong) will be compiling resources.