

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.

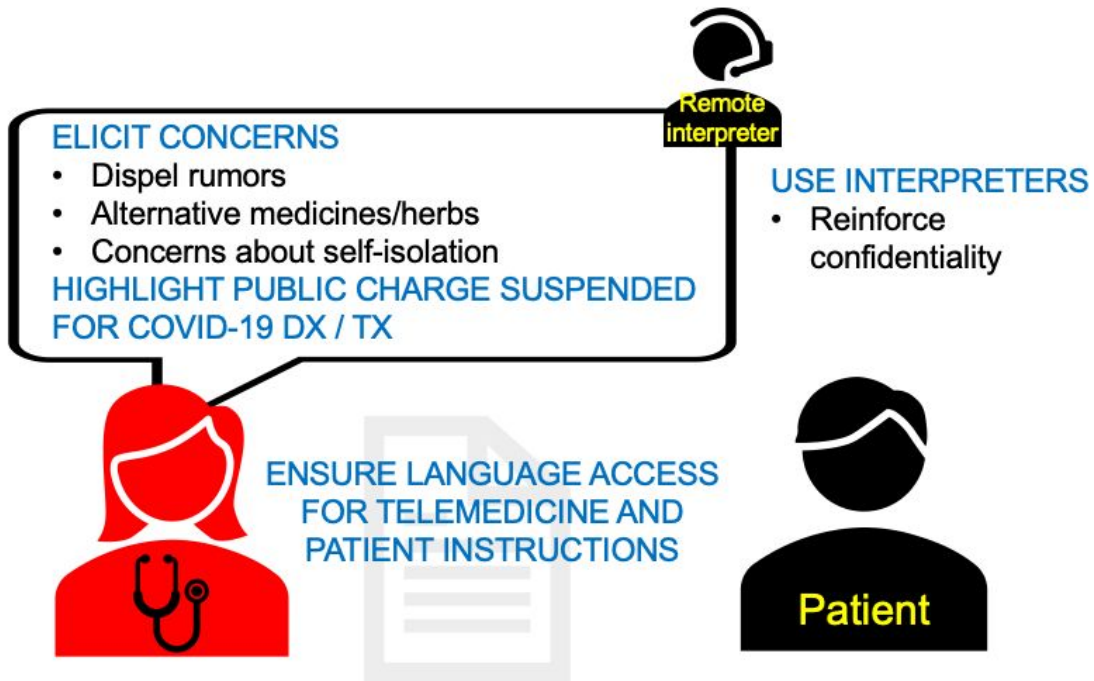
Promote access to health information. Help meet social needs.

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.

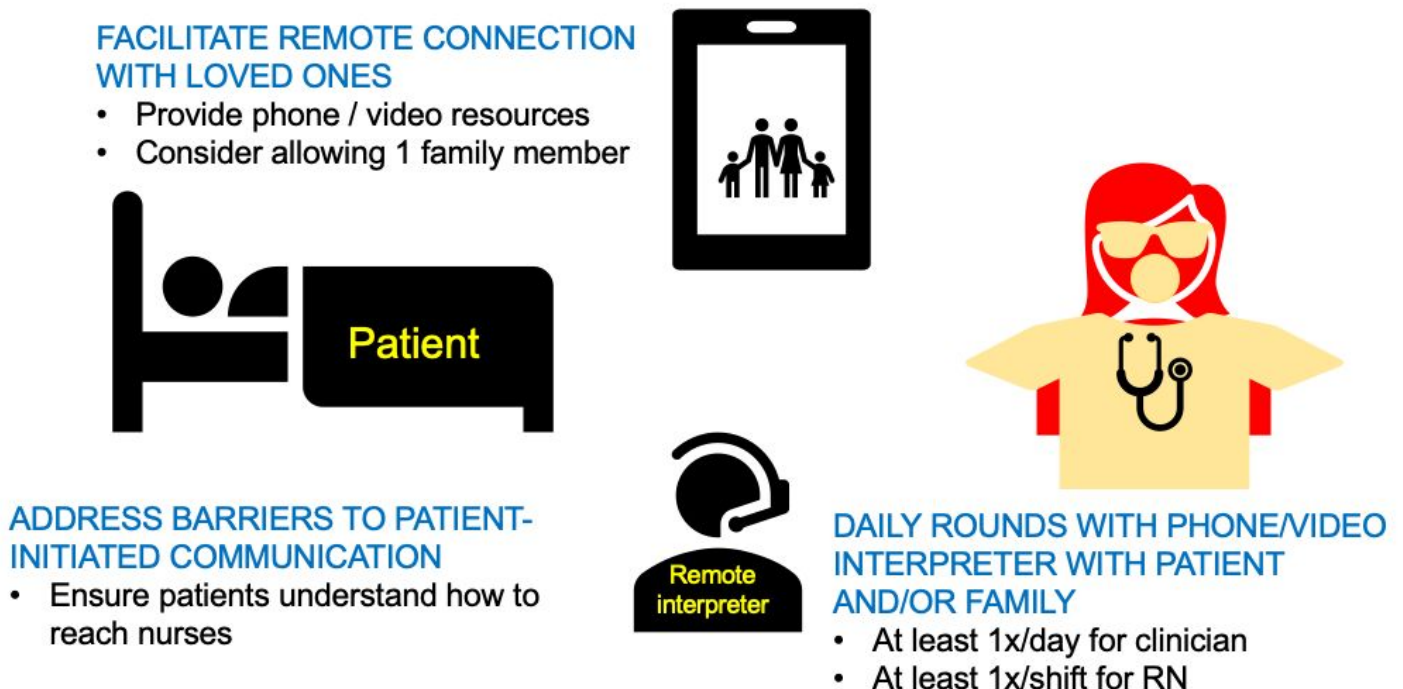
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INFOGRAPHICS

IN THE SCREENING VISIT



IN THE HOSPITAL



PROMOTE ACCESS TO HEALTH INFORMATION MEET SOCIAL NEEDS

OFFER CONTENT EXPERTISE TO
COMMUNITY ORGANIZATIONS AND MEDIA



Hola!
Ciao!



Здравствуйте
Bonjour!



你好!
xin chào!



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, Ukrainian, 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.