Spreading Solutions That Work
Patient Portal Program

Idea Sharing
Webinar #6
Spanish Language Workarounds

10/12/17
Welcome

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Housekeeping

- Webinar is being recorded and will be emailed with slides
- Line is not muted; please control your own muting to eliminate background noise
- Use chat box for questions
Agenda

• Announcements

• Lessons from the Field

• Grantee Idea Sharing

• Discussion
Idea Sharing Webinar Format

• Just-in-time!
  – You Pick the Topics
  – TA – Solid Examples
  – Learning Community Sharing

• Sharing Common Examples, the Good and the Bad

• Record Webinar for Future Sharing

• Follow-up With Each Other
Announcements

• Nov 9: Idea Sharing Webinar #6: Vendor Partnerships

• Next?
Lessons From The Field
Common Themes in Spanish Portal Workarounds

- Three types
  - Vendor
  - System-level Changes – Code-level – Change each word one at a time
  - Built-ins (float over, iPad) or Google-translate
Common Themes in Spanish Portal Workarounds

• Vendor – NextGen has a version now with a Spanish language user option
Common Themes in Spanish Portal Workarounds - NextGen
Spanish Portal Workarounds – System-level Changes
Spanish Portal Workarounds – iPad Kiosk Function

• Kiosk Options using the iPad “Kiosk” function
Spanish Portal Workarounds – iPad Kiosk Function

- Kiosk Options using the iPad “Kiosk” function
Spanish Portal Workarounds – Google Translate

Add languages
- Southern Sotho
- Spanish - español
- Spanish (Argentina) - español (Argentina)
- Spanish (Chile) - español (Chile)
- Spanish (Colombia) - español (Colombia)
- Spanish (Costa Rica) - español (Costa Rica)
- Spanish (Honduras) - español (Honduras)
- Spanish (Latin America) - español (Latin America)

No utilice MyCare para enviar mensajes que requieran atención urgente. Para asuntos médicos urgentes, comuníquese con la oficina de su médico.
Resources

- Spanish Language Patient Portal Use - Initial Portal Team Prep Questions w Author and Date.pdf
- Idea Sharing Webinar 12 - Spanish Patient Portal Options.mp4
- Portal User Guide - Spanish
- Interpreter Certificate Program - Xculture - Bridging the Gap Training Programs.pdf
- Patient Portal Brochure - High Plains - Spanish.pdf
- Portal Invite to Patients - High Plains - Spanish.doc
- PP Sign Up Sheet Spanish.doc
- Portal Video link to Patient Instructions and FAQ - High Plains - Spanish.docx
- Pre-Launch Poster Spanish - Sunrise Clinic.pdf
- Waiting Room PPT Spanish - Sunrise Clinic.pdf
- Patient Portal Online Patient Survey in Spanish - Summit.pdf
- Patient and Staff Online Survey Questions and Responses English Spanish Staff.xlsx
- Posters: Lab, Exam Room, Waiting Room
Grantee Idea Sharing

Please keep comments under 5 minutes
Who We Are

- Where We Are Located: Venice, CA
- Number of Clinics in the Organization: 10 clinical sites
- Total Number of FTE Providers: ~35
- Date Portal First Went Live: November 2014
- Portal Vendor: NextGen (NextMD)
- Target Population the First 6 Months: Adult Diabetics + Teens
Spanish Language Workarounds

• Outline ANY ways you have tried to make it easier for Spanish-speaking patients to use the portal:
  – Next MD site has a Spanish version
  – Population health reminders are sent in English and Spanish
  – Staff responding to messages are bilingual
  – NEW: translating and updating standard responses with Spanish versions.

• Describe what you do if a Spanish language message comes in via the Patient Portal:
  – Staff handling the message responds in Spanish
Spanish Language – Future Workarounds

• One thing you like most about the NextGen Spanish Portal?
  – We haven’t received a lot of feedback regarding the Spanish version one way or another. Staff seems to think it is working fine, but are not sure in what ways it could be improved

• One thing you like least about the NextGen Spanish Portal?

• Question for the group?
  – Do you have your communication options in English + Spanish?
  – Are there issue with the Spanish portal we should be aware of?
Planned Parenthood California Central Coast

YOLANDA
Who We Are

- Where We Are Located: California Central Coast covering San Luis Obispo, Santa Barbara and Ventura Counties
- Number of Clinics in the Organization: 5
- Total Number of FTE Providers: 14
- Date Portal First Went Live: 12/2015
- Portal Vendor: NextGen
- Target Population the First 6 Months: Follow up contact within 30 days to review most common side effects with all patients initiating long acting reversible contraceptives (LARC) and depo as their birth control of choice.
Spanish Language Workarounds

• Outline ANY ways you have tried to make it easier for Spanish-speaking patients to use the portal:
  – Spanish language materials are a priority for us. We do not roll anything out unless we have the Spanish version. All of our current marketing materials are translated to Spanish

• Describe what you do if a Spanish language message comes in via the Patient Portal:
  – We have bilingual staff who review all of the messages and would provide a response in Spanish.
• One thing you like most about the NextGen Spanish Portal?
  – I like that it is available in Spanish and they did fix the glitch where the terms and conditions were showing up in an Asian language.

• One thing you like least about the NextGen Spanish Portal?
  – I don’t like all of their standard translations. I wish we had the ability to do our own translations.

• Question for the group? Does anyone have a report that we can run which shows how many patients who select Spanish are their language access the portal?
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Northeast Valley Health Corporation
Who We Are

• Where We Are Located: San Fernando, CA
• Number of Clinics in the Organization: 14
• Total Number of FTE Providers: 142
• Date Portal First Went Live: 2014
• Portal Vendor: Nextgen
• Target Population the First 6 Months: All Patients
Spanish Language Workarounds

- Outline ANY ways you have tried to make it easier for Spanish-speaking patients to use the portal:
  - The NG Portal offers a Spanish language version
  - We provide bilingual enrollment assistance
  - We have a Spanish “How To Enroll” guide
  - We provide a bilingual Portal brochure
  - Our Member Services Dept. “Hablan Espanol”
  - Our Tutorial Video will be offered in English and Spanish

- Describe what you do if a Spanish language message comes in via the Patient Portal:
  - We respond to certain messages using canned phrases in both English and Spanish
  - If a message is received in Spanish we respond in Spanish but provide the documentation of the message in English for the purpose of our non-Spanish speaking providers.
Spanish Language – Future Workarounds

• One thing you like most about the NextGen Spanish Portal?
  The options it provides to our monolingual patients.

• One thing you like least about the NextGen Spanish Portal?
  There are limitations to the dialogue that is available in Spanish.

• Question for the group?
  What outreach methods have you found successful for persuading patients that are low literacy and monolingual Spanish-speaking?
UMMA Community Clinic

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Who We Are

• Where We Are Located: South LA
• Number of Clinics in the Organization: 2
• Total Number of FTE Providers: 7
• Date Portal First Went Live: February 2016
• Portal Vendor: eClinical Works (eCW)
• Target Population the Last 6 Months:
  Patients looking to use the portal to:
  – Request appointments
  – Communicate with providers
  – Request medication refills
Spanish Language Workarounds

• Outline ANY ways you have tried to make it easier for Spanish-speaking patients to use the portal:
  – Though we don’t have Spanish capabilities for the portal yet, we are using a free trial now with eCW’s kiosk which has a Spanish version. We hope this feature will encourage patients to use the portal while we figure out how to better cater the portal to our Spanish speaking patients. Almost 100% of our staff is bilingual as well, which also helps.

• Describe what you do if a Spanish language message comes in via the Patient Portal:
  – Our clinical manager, Susy, handles messages and she is bilingual. In the event that we receive a Spanish message, it is easy for her or another staff member to quickly and efficiently handle it.
Spanish Language – Future Workarounds

• What does your portal vendor say they are doing in the future to have a “Spanish Portal”?
  – eCW is making steps towards creating a Spanish language patient portal, but has not officially released anything we could use now or any prototypes to try.

• Do you have any other ideas for workarounds for those Spanish language patients who wish to have a better experience using the portal?
  – Our bilingual staff will encourage patients to use the portal and send messages in Spanish. We will continue to encourage patients to ask questions concerning the portal if they need help regardless of what language the speak the best.
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Who We Are

- Where We Are Located: San Mateo, California
- Number of Clinics in the Organization: 8 physical locations providing multiple services in each site
- Total Number of FTE Providers: 120+
- Date Portal First Went Live: 2012
- Portal Vendor: eClinicalWorks
- Target Population the First 6 Months: One Provider and their care team
Spanish Language Workarounds

• Outline ANY ways you have tried to make it easier for Spanish-speaking patients to use the portal:
  – SMMC is going through a process to work with an outside vendor, BridgeIT. This will help us with back end tables in eCW

• Describe what you do if a Spanish language message comes in via the Patient Portal:
  – Messaging is not turned on
Spanish Language – Future Workarounds

• What does your portal vendor say they are doing in the future to have a “Spanish Portal”?
  – eClinical Works currently does not provide a functional Spanish Portal. They have mentioned that they are working on making it available for future versions.

• Do you have any other ideas for workarounds for those Spanish language patients who wish to have a better experience using the portal?
  – We spoke with Petaluma on how they were able to get Spanish translation pop ups when you move your cursor over a word.
    • Admin → patient portal → configuration → menu settings → menu name → show and hide
      – Renamed them with English and Spanish
Questions?
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