

Spreading Solutions That Work
Patient Portal Program

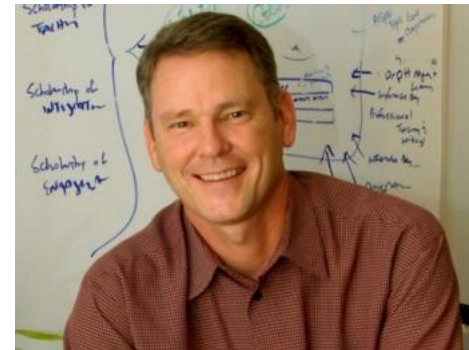
Idea Sharing
Webinar #6
Spanish Language
Workarounds

10/12/17

Welcome



Jennifer Wright, MPH
Improvement Advisor and Spreading
Solutions Program Manager



Jim Meyers, DrPH
Coach

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

A screenshot of a web portal interface. At the top left, the "MyCare" logo is partially visible. At the top right, the "Parenthood" logo is present with the tagline "Care. No matter what." Below the logos, there is a navigation bar with a blue button labeled "Español" and a dropdown arrow. The main content area features a heading "Welcome to MyCare! With MyCare, you can access your medical records, view your test results, and email a nurse. Log in today!" followed by the text "Schedule an appointment online:" and a list of locations: "San Luis Obispo", "Santa Barbara", "Santa Maria", "Thousand Oaks", and "Ventura". A red arrow icon points upwards from the right side of the text. At the bottom, there is a large blue button with a white heart icon and the text "Enroll Here".

Common Themes in Spanish Portal Workarounds - NextGen



The image shows a screenshot of the MyCare patient portal. At the top left is the "MyCare" logo with a heart icon. To the right are navigation links for "INICIO", "CORREO", and "CRONOGRAMA". Below the header, a welcome message reads "Bienvenido/a Yolanda Robles! última vez que inició sesión: 21/05/2015". A search bar contains the text "Edición del paciente" and a blue "BUSCAR" button. Below this, a breadcrumb trail shows "Historial clínico a partir de 12/12/2015, 10:22 a.m. - Yolanda Robles Expediente # - Planned Parenthood CA Central Coast". The patient's name and address are listed: "Yolanda Robles • Dirección: 1434 Jasmine Pl, Arroyo Grande, CA 93420 • Teléfono:". On the left is a vertical navigation menu with icons and labels for "Visitas", "Alergias", "Medicamentos", "Condiciones", "Resultados", and "Constantes vitales". The main content area is titled "Visitas" and displays a visit record for "26/05/2015" by "Naser Melissa" at "LEVEL 2 EXPANDED". The record lists "Medicamentos recetados" as "sulfamethoxazole 800 mg-trimethoprim 160 mg tablet" with instructions "1 tab po bid x 3d (PRN)". A large, faint watermark of a cross is visible in the background of the visit record box.

Spanish Portal Workarounds – System-level Changes



A screenshot of a web browser displaying the MD EMR Systems website. The browser's address bar shows "www.mdemrsystems.com" and the search bar contains "Cryptic". The website's navigation menu includes links for HOME, ABOUT US, DEVELOPMENT, PRODUCTS, IMPLEMENTATIONS, TRAINING, SUPPORT, INTERFACES, and PORTAL SERVICES. The main content area features a large blue banner with the MD EMR SYSTEMS logo and the tagline "Making Healthcare work for you!". The banner is titled "PORTAL POWER BOOST" and contains the text: "Our Power boost can not only make your portal look and feel better but it can teach you the newest features tool GE/Kryptiq Patient Portal". Below this text is a series of six numbered circles, with the fourth circle (numbered 4) highlighted in black. To the right of the banner is a preview of the patient portal interface, which includes a "Welcome to the Patient Portal" message, sections for "Message us", "Forms", and "My Account", and a "Secure Messages" section. The banner and preview are framed by a blue border with circular navigation arrows on the left and right sides.

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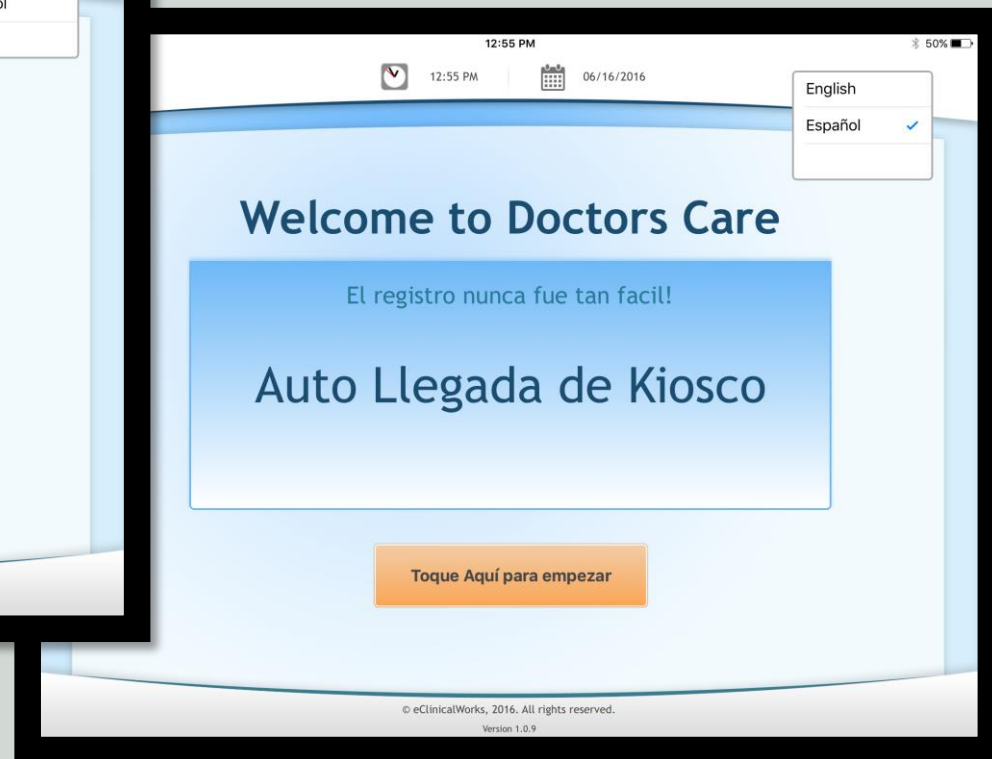
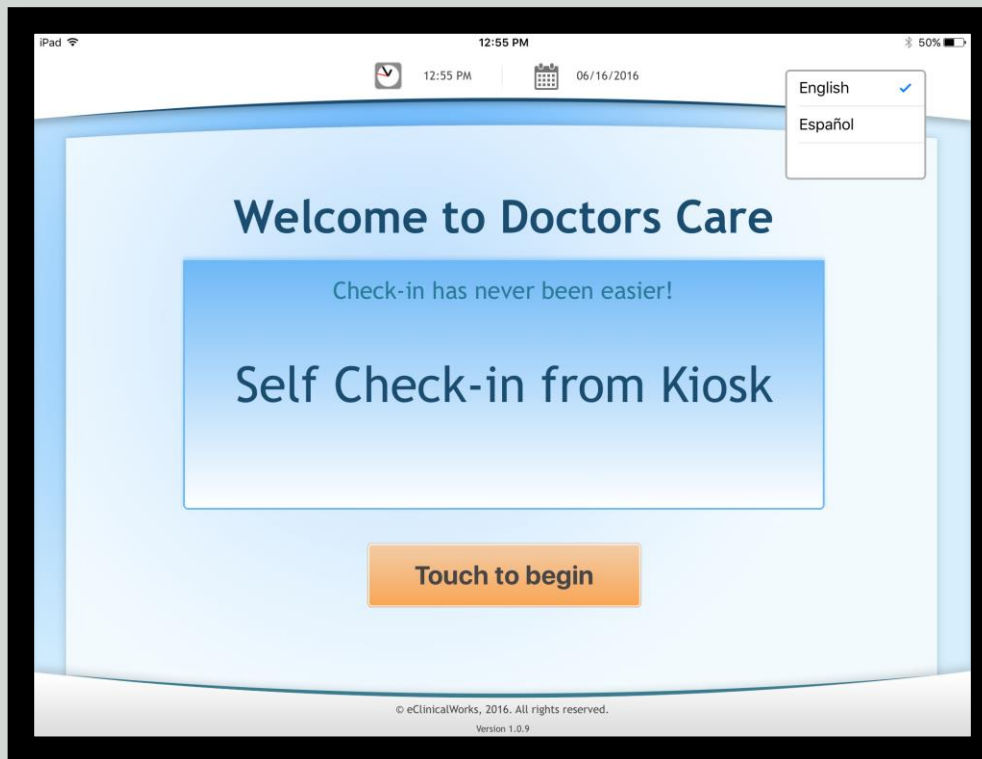
Members | Links | RSS | Support

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Spanish Portal Workarounds – iPad Kiosk Function



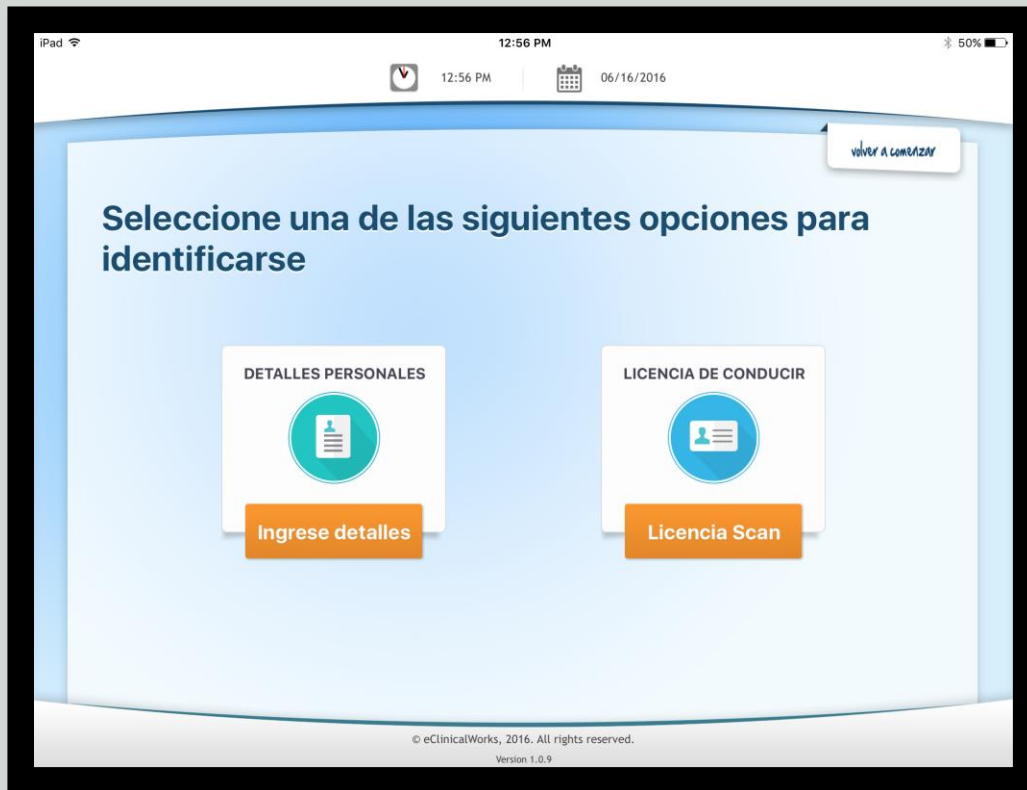
- Kiosk Options using the iPad “Kiosk” function



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)

ROCHESTER REGIONAL HEALTH
MyCare

MyCare Username

[Forgot MyCare Username?](#)

Password

[Forgot Password?](#)

Sign In

© Epic Systems Corporation

MyCare

Nombre de usuario de MyCare

[¿Olvidó el nombre de usuario de MyCare?](#)

Contraseña

[¿Se te olvidó tu contraseña?](#)

Registrarse

MyChart © Epic Systems Corporation

¿Nuevo usuario?
Regístrese ahora

Solicite un código de activación

Aprende más...

- Preguntas Frecuentes
- Política de privacidad
- Términos y Condiciones
- Ambulatorio de Laboratorio e Imaging Center
- Recursos de la Biblioteca Médica de Werner

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

Sign In

New User?
Sign Up Now

Request an Activation Code

Learn More...

- FAQs
- Privacy Policy
- Terms and Conditions
- Primary Lab and Imaging Center Locations
- Medical Library Resources

Available on the **App Store** | **ANDROID APP ON Google play**



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



Venice Family Clinic

MEGHAN POWERS

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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.

Spanish Language – Future Workarounds



- 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?



**Northeast Valley
Health Corporation**
a californi^hhealth center

Northeast Valley Health Corporation

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PATIENT PORTAL TEAM LEADER

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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

CASSIE ANGU

PATIENT PORTAL MANAGER/VISTA

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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 they speak the best.



San Mateo Medical Center
A County System of Healthcare

San Mateo Medical Center

NIA JOHAR

PCMH COORDINATOR

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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?



Contact Us



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