

UPDATED PUGET SOUND INTERPRETER SERVICES GUIDE

TO: All Puget Sound Employees

June 19th, 2020

Effective June 22nd, 2020 at midnight, Health Care Authority (HCA) will no longer prohibit in-person requests and Universal Language will no longer convert in-person requests to over-the-phone requests. This message is being sent out to All Requesters regarding HCA Medicaid Jobs.

Requesting in-person interpreters

In-person requests should only be made when the provider has used their clinical judgment to determine it is medically necessary to support the client's care needs. Examples of medical necessity include:

- Communicating nuances of body language when messaging would be complicated without in-person interpretation, such as unusually complex assessments, occupational therapy, or behavioral health.
- When phone interpretation could be disruptive to therapeutic care and services (e.g., Applied Behavioral Analysis).
- Procedures and care requiring the patient to move from room to room and the interpreter on the phone cannot follow the patient (e.g., radiology).
- End of life care.

Requirements for in-person interpreter requests

- Providers are expected to provide in-person interpreters with the same level of personal protective equipment (PPE) and infection control measures used by medical professionals in their facility.
- Providers must create the request with a type of service of "in-person."
- Providers must enter a description of the PPE/safety precautions to be offered to the interpreter during an appointment must be entered in the 'Interpreter notes' field.
- Providers must comply with the PROCLAMATION BY THE GOVERNOR: AMENDING AND EXTENDING PROCLAMATIONS 20-05 AND 20-24 which applies to in-person interpreters.
- Providers are expected to comply with the DOH COVID-19 Infection Control Guidance for In-Person Interpretation Services, which applies to in-person interpreters.

Note: Interpreters are not required to accept in-person appointments or complete any in-person appointment if PPE/safety precautions are not offered during the appointment.

****If you do not need an in-person interpreter DO NOT place a request on the Point MultiCare website. Please utilize your departments VRI or dial the over the phone line: 1-888-253-7761**

