



## LANGUAGE SERVICES

### How to Achieve Health Equity

Presented by

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Case study:  
Minor used  
as interpreter,  
patient dies



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Case study:  
Legal action  
due to clinician  
failure to warn  
of procedural  
risks



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Language access → health equity



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# 2021 Census Data

## Multicultural Australia is Mainstream

### Australia



**5.5 million+**

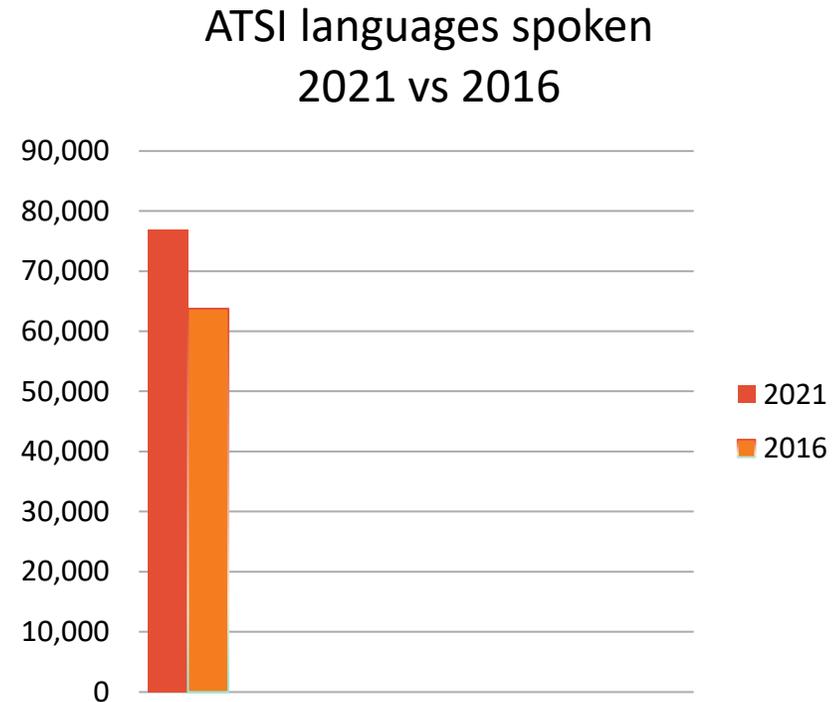
People speak a language other than English at home

**3.2%**

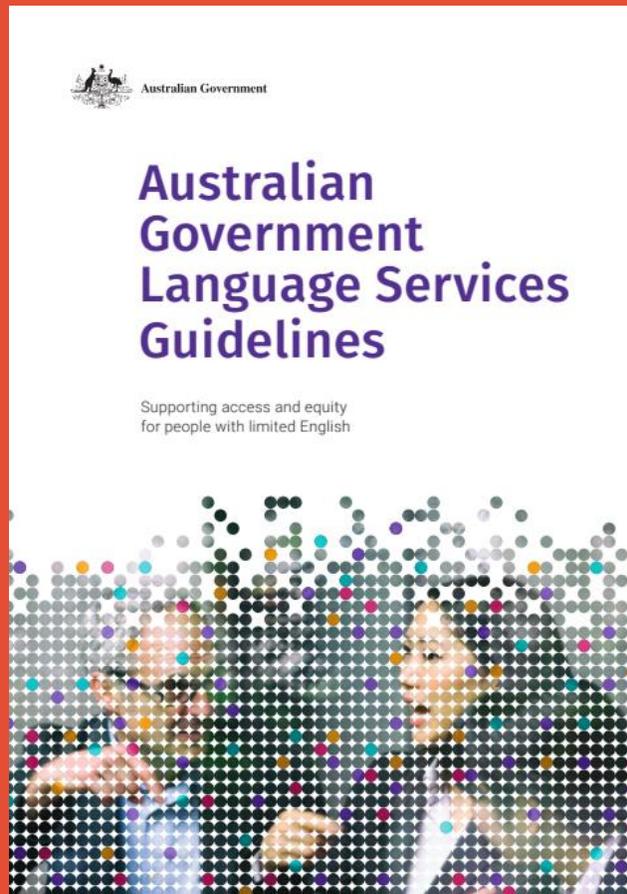
Identify as of Aboriginal and/or Torres Strait Islander origin (25% increase since 2016)

# 2021 Census Data – Indigenous languages

- Over 167 Aboriginal and Torres Strait Islander languages were spoken in 2021
- 9.5% ATSI people reported speaking a First Nations language
- Yumplatok (Torres Strait Creole) was the most commonly spoken language.



# Language policy and Medicare



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# Request a medical interpreter!

## **AUSIT Guidelines for Health Professionals Working with Interpreters**

(With reference to special interpreting contexts such as mental health and speech pathology.)

Discretion, initiative, interaction between interpreters and health professionals and dissemination of information are of paramount importance in enhancing communication with patients and clients via an interpreter, particularly in the health and law areas.

Communication with patients who don't speak your language can present a major challenge to health care professionals. A professional interpreter can greatly facilitate communication with your non-English-speaking or deaf patients.

Professional interpreters are trained to maintain ethical standards of confidentiality, accuracy and impartiality wherever they work and to apply high standards of competence and professional conduct (see AUSIT Code of Ethics<sup>1</sup>). However, while the reason for the interpreter's presence is to facilitate your communication with patients, the patient's care remains the responsibility of the health professional at all times.

Following earlier guidelines developed in Western Australia in 1996, the present 2007 guidelines are intended for health professionals to provide them with insights into the work of interpreters in health and with more specific advice relating to the specialised fields such as mental health and speech pathology<sup>2</sup>. They have been developed by AUSIT in an effort to keep in step with new technologies, health administration processes and procedures and other factors that impinge on the conduct of an interpreter working in the 21<sup>st</sup> century.

Comprehensive advice on working with interpreters can be found in the AUSIT brochure "Interpreting – getting it right"<sup>3</sup>. Also, NSW Health has published a detailed policy directive "Interpreting – Standard procedures for Working with Health Care Interpreters" now available online<sup>4</sup>. The AUSIT guidelines for health professionals working with interpreters begin with a simple chronological guide to booking and working with interpreters, with tips on what to do before, during and after an interpreting session. This is followed by additional information on key aspects of interpreting in health, and some useful material for further reading.



# Our medical language services

- Over 3,200 onboarded NAATI certified interpreters including 1,536 Health interpreters
- 10,000+ Global Medical Interpreter Network
- Ongoing Health Induction Program
- 250+ languages
- Aboriginal & Torres Strait Islander languages
- 15 seconds average response time
- ISO certified – 18841:2018 (Interpreting Services Standard)
- ISO certified – 17100:2015 (Translation Services)
- ISO certified – 9001:2015 (Quality Management)
- ISO certified – 27001:2013 (Information Security)



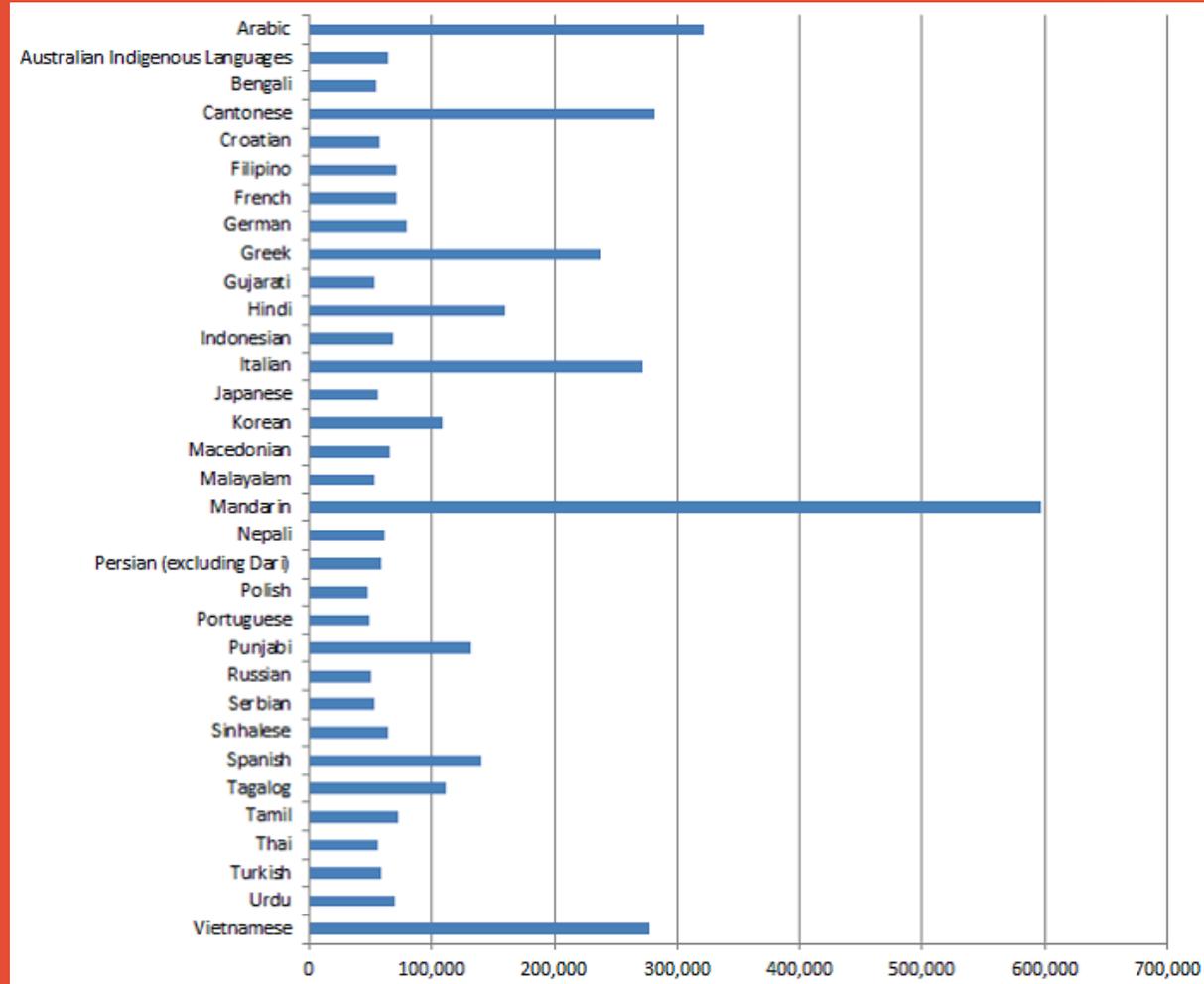
17100 – 9001 – 27001  
18841



# Our footprint in the healthcare sector



# Languages



# 2M lingo™ add-on in CoviU



24/7 on-demand access to professional medical interpreters to support more efficient delivery of quality care to patients and greater health outcomes.



# Leveraging technology, people, innovation



Technology



People



Innovation

# Why do we need interpreters?



# Professional interpreter vs family member



Why can't I have an interpreter on the phone?



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# What are the roadblocks?

- Faith in in-house bilingual staff
- Family members preferred
- Lack of practice system to contact interpreters
- Misconception that interpreters are hard to access
- Lack of awareness of interpreter services
- Religious beliefs
- Confidentiality, lack of trust





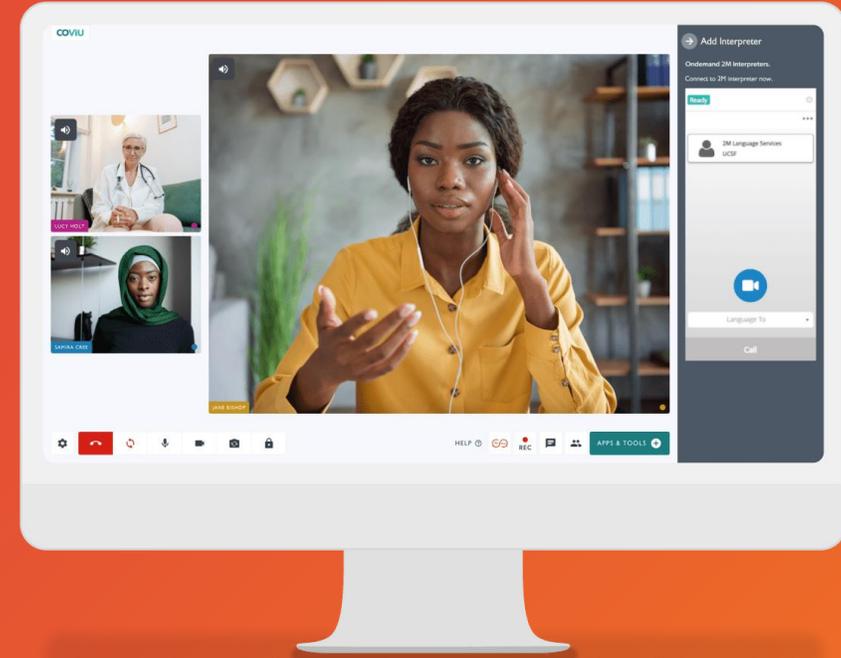
Technology



People



Innovation



By 2M Language Services

COVIU

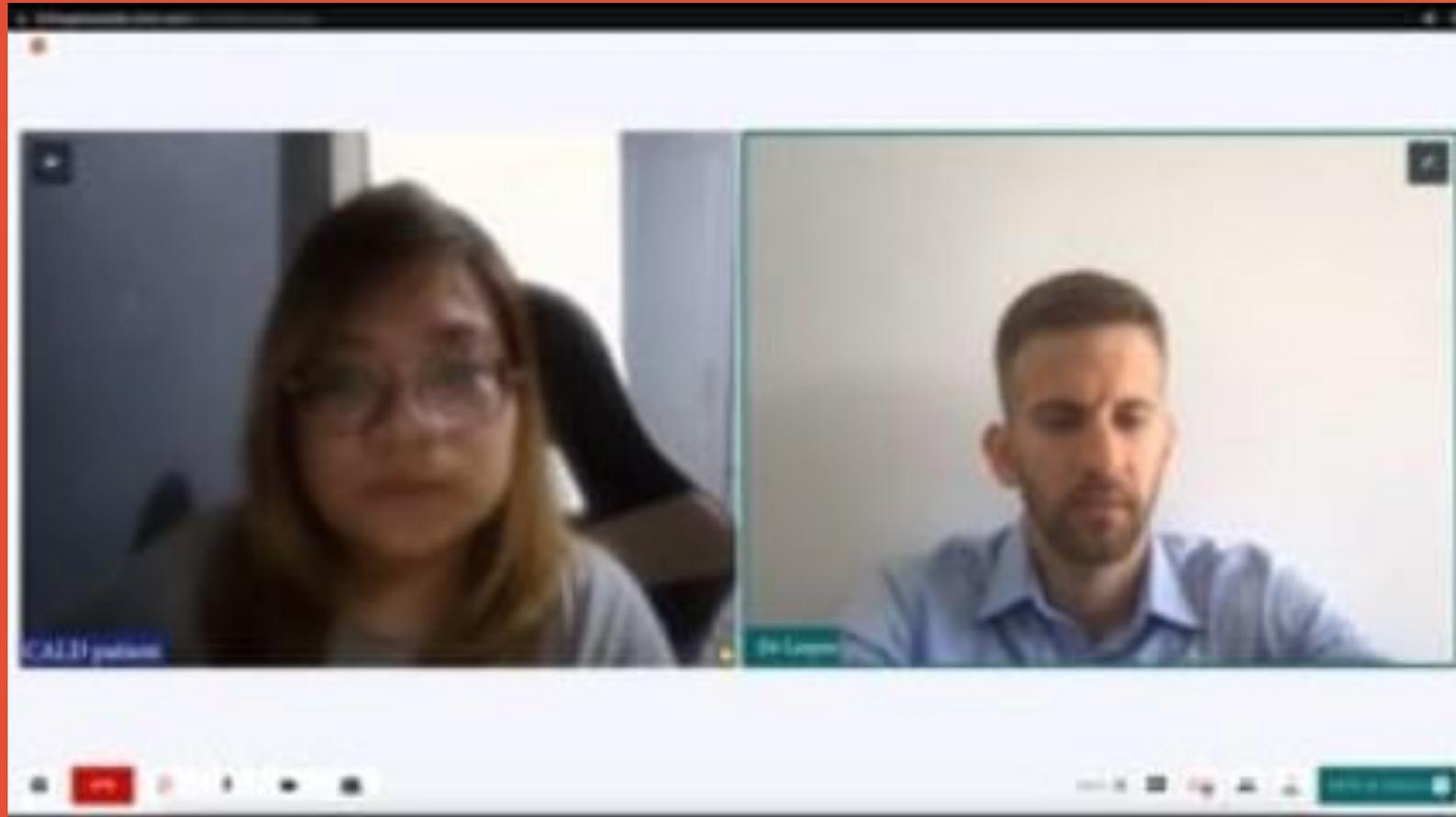
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# How to request an Interpreter in CoviU



Book a 2M lingo™  
demo!

[coviu@2m.com.au](mailto:coviu@2m.com.au)

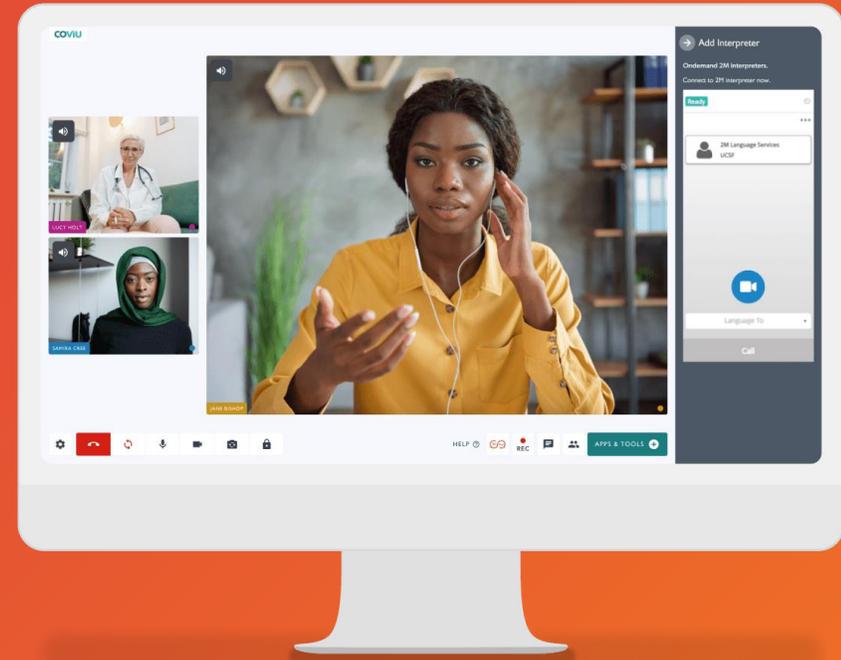


[Click here to watch the video.](#)



# Benefits

- ✓ Easy to use
- ✓ Free to register
- ✓ Click-to-connect function
- ✓ Pay only if and when you engage qualified medical interpreters
- ✓ End-to-end encryption to keep data safe and secure (ISO Certification 27001: Information Security Management System)



# Get your 2M lingo™ add-on now

Experience uninterrupted multilingual telehealth video calls

## Book a 2M lingo™ demo

[coviu@2m.com.au](mailto:coviu@2m.com.au)



ISO certified – 18841:2018 (Interpreting Services Standard)

ISO certified – 17100:2015 (Translation services)

ISO certified - 9001 (Quality Management)

ISO certified - 27001 (Information Security Management)

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# 2M lingo™ Integration with CoviU

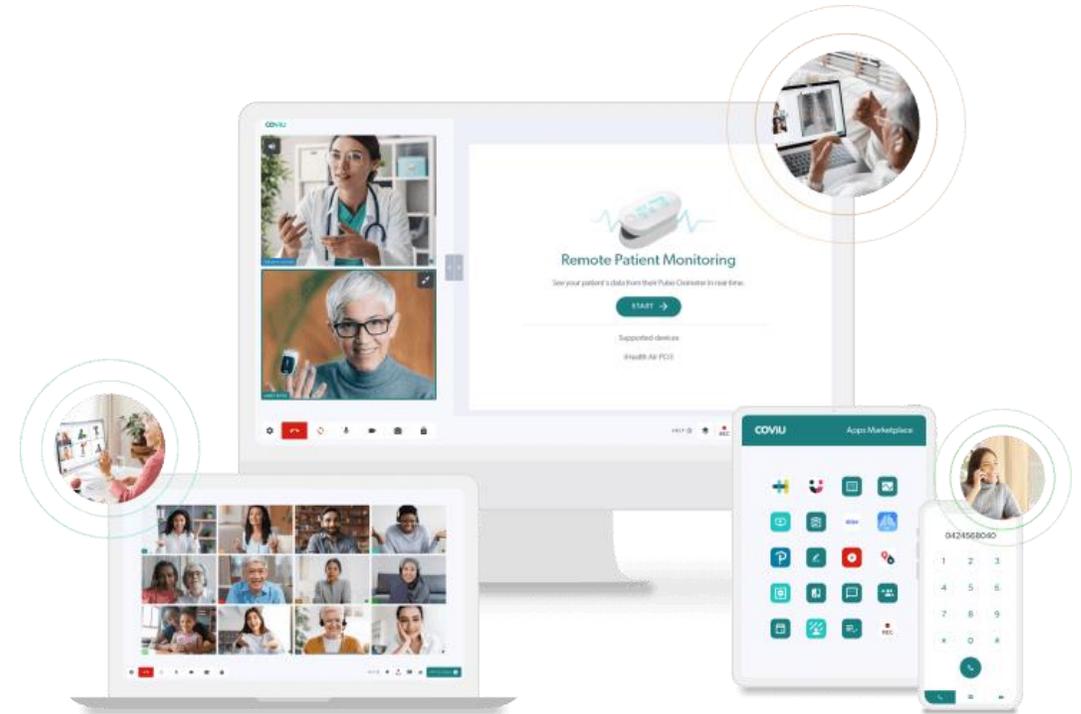
How to Achieve Health Equity

Dr Silvia Pfeiffer



# Coviu, a Virtual Care Engagement Platform

- Simple and Secure Video Conferencing
- An Extensive Apps Marketplace (50+)
- Phone Consultations **\*NEW\***
- Remote Patient Monitoring **\*NEW\***
- Group Telehealth Rooms **\*NEW\***



# Multicultural Australia is Mainstream Australia

- Multiculturally diverse nation: more than 5.5 million people speak a language other than English (800,000 people in 2016)



of all Australians were born overseas or have a parent born overseas



167+ Indigenous spoken languages

*Diversity is an integral part of Australia's demography and culture.*

- English does not fit all approaches to healthcare delivery.
- Risk of CALD patients misunderstanding their diagnoses - could result in hospital readmission or worsening health conditions.

# Language Access is Critical for Health Equity

## How Does Patient-Centered Care Improve Outcomes?

When patients are more involved in their own care, they often recover more quickly and are more satisfied with the care they receive.

- Australians from CALD backgrounds are less likely to access health services, leading to poorer health outcomes.
- Through on-demand video interpreting, patients from non-english speaking backgrounds can:
  - Better communicate with staff
  - Receive more equitable medical care
  - Allow patients to be truly heard
  - Flexibility of access

# Video Telehealth Interpreting: Leverage People, Technology and Innovation

- Help healthcare providers get connected to interpreters efficiently
- Connect Limited English Proficiency, Hard of Hearing and Deaf patients with medical interpreters quickly and securely.
- Connecting providers and patients has never been more convenient, simple and secure.
- Reduce costs by shortening wait times, interpretation durations and eliminating travel.



# Coviu – 2M Integration: Leverage People, Technology and Innovation

- Redial
  - Reconnect same interpreter within 2 minutes of call ending.
- Pre-Call Fields
  - Capture information in customisable forms for flexible data reporting.
- Interpreter Gender Preference
  - Request female or male interpreters.
- Customisable Interpreter Routing
  - Prioritise, limit or even exclude certain interpreters in the on-demand call queue.



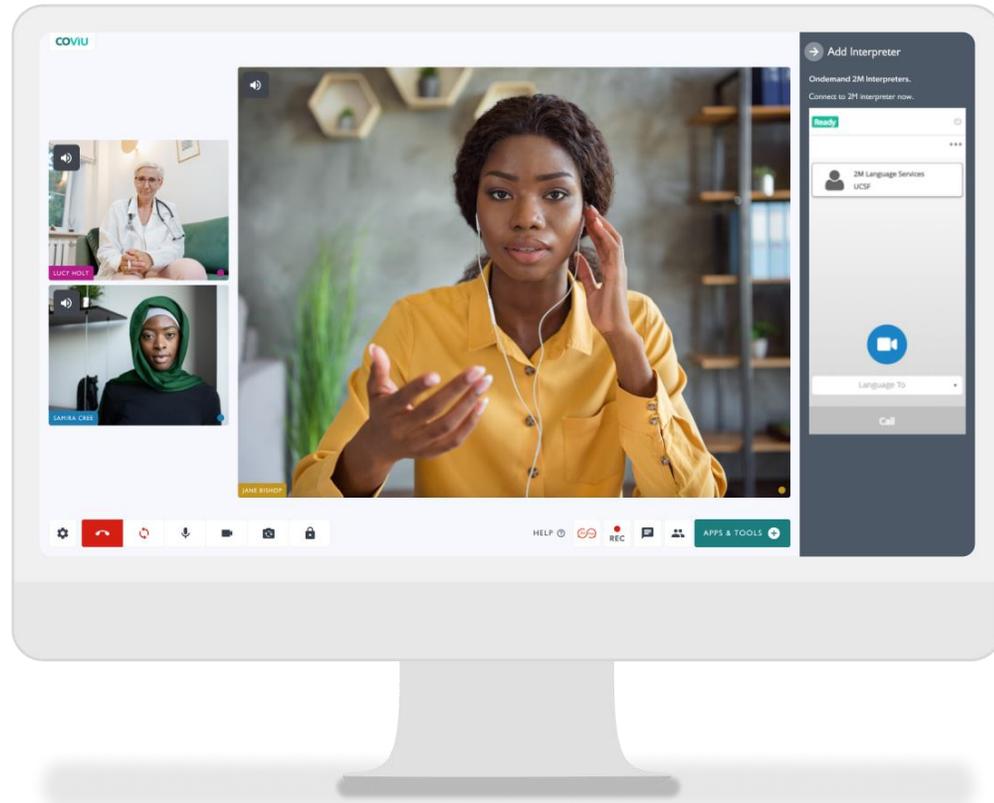
# Achieve Equitable & Inclusive Practice

- Overcome language barriers
- Negate negative past experiences
- Removes communication barriers
- Reduce patient hesitation to seeing a clinician which can lead to early diagnosis and prevention
- Easily read body language and facial expressions...

providing equity to ensure communities are not disadvantaged and creating greater access to care.



# 2M lingo™ App on Coviu



- On-demand access to 10,000+ NAATI-certified and professional medical interpreters.
- 15 second avg response time.
- Over 250 languages including Aboriginal and Torres Strait Islander languages.
- No scheduling required.
- Available 24/7.
- Secure, private and confidential.
- Audio/video record sessions through Coviu.
- Easy for providers - just click a link!

# Get the 2M lingo™ App on CoviU!

- 1) Sign Up to a Free [2-Week Trial](#) on CoviU.
- 2) Install the [2M lingo™ App](#) from CoviU's Apps Marketplace for Free.
- 3) Connect to on demand certified interpreters in <15 seconds.
- 4) You only pay when you use the App!
  - *CoviU connection fee applies to successful calls. Fees vary.*

