

Virtual Interpreting Expansion

November 2023

Core Team Members

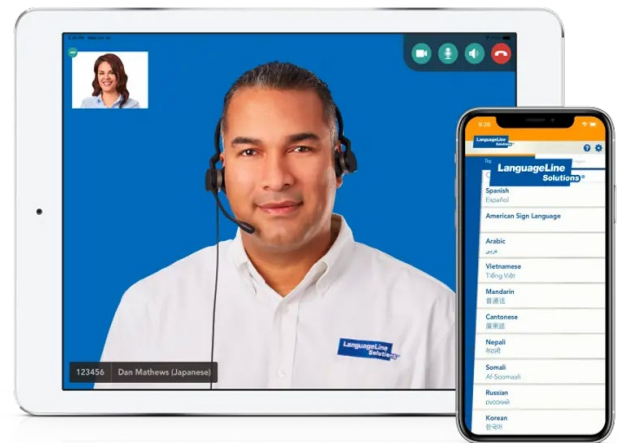
Virtual Care Services: Danielle Wilhelm and Jenny Zheng

Virtual Interpreting Services

Virtual Care Services, in partnership with Provincial Language Services (PLS), now offers increased access to professional, medically trained interpreters. Interpreting services are available at no cost to all Island Health programs. With more than 240 languages provided, including American Sign Language (ASL), use of interpreting services improves the quality of patient care.

Key objectives of the launch of the service in the past year were to:

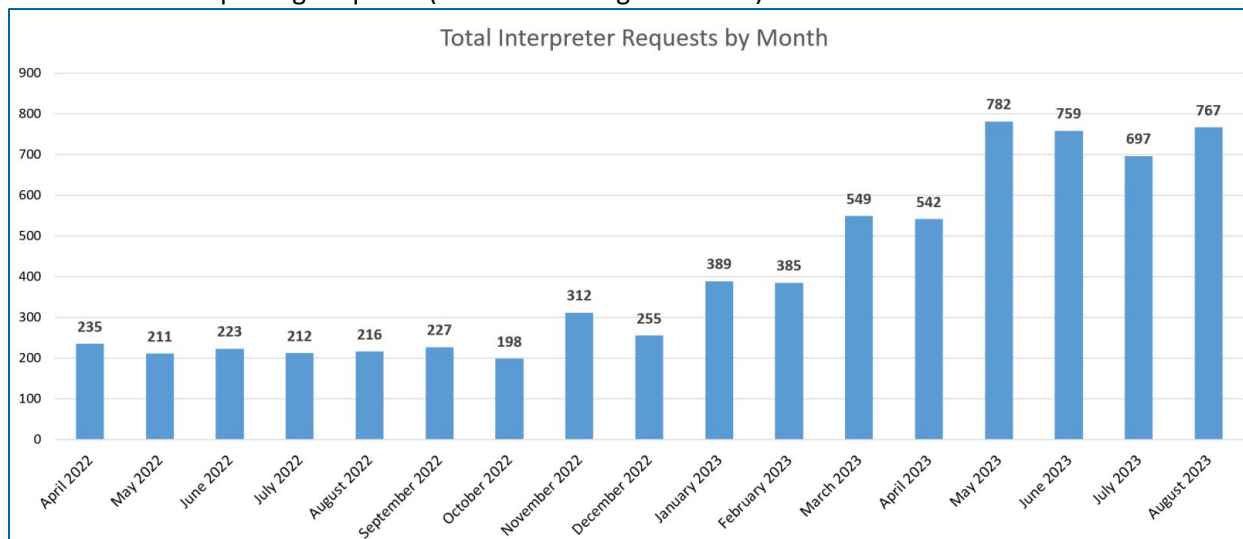
- Deploy the Virtual Remote Interpreting application to all acute care settings via iPads on rolling stands, as well as to care providers working in the community on their Island Health iPhones
- Enable access to the PLS Online Booking Portal, supporting requests for interpreters to join scheduled BC Virtual Visit and Zoom for Healthcare virtual visits with patients
- Increase awareness and utilization of interpreting services at Island Health, including On-Demand Phone Interpreting



Virtual Interpreting Utilization (2022-2023)

From April 1st 2022 to August 31st 2023, there have been **6959** total interpreting requests at Island Health. This breaks down to:

- **4090** Phone Interpreting Requests
- **2725** Virtual Remote Interpreting Requests (Audio and Video)
- **112** Virtual Health Visit Interpreting Requests (Scheduled using PLS Portal)
- **32** In-Person Interpreting Requests (Scheduled using PLS Portal)





Virtual Remote Interpreting

- **123** Virtual Remote Interpreting iPads were deployed to **39** sites across the Island.

PLS Online Booking Portal

- **21** programs now have access to the PLS Online Booking Portal to request scheduled virtual health visit and in-person interpreting.

Overall Interpreting Utilization Increase

- There has been a **256%** increase in utilization of interpreting services at Island Health since April 1st, 2022.

To learn more about Interpreting Services at Island Health, please view:

- [New video interpretation service improves communication with patients – Island Health News](#)
- [Interpreting Services Intranet Page](#)