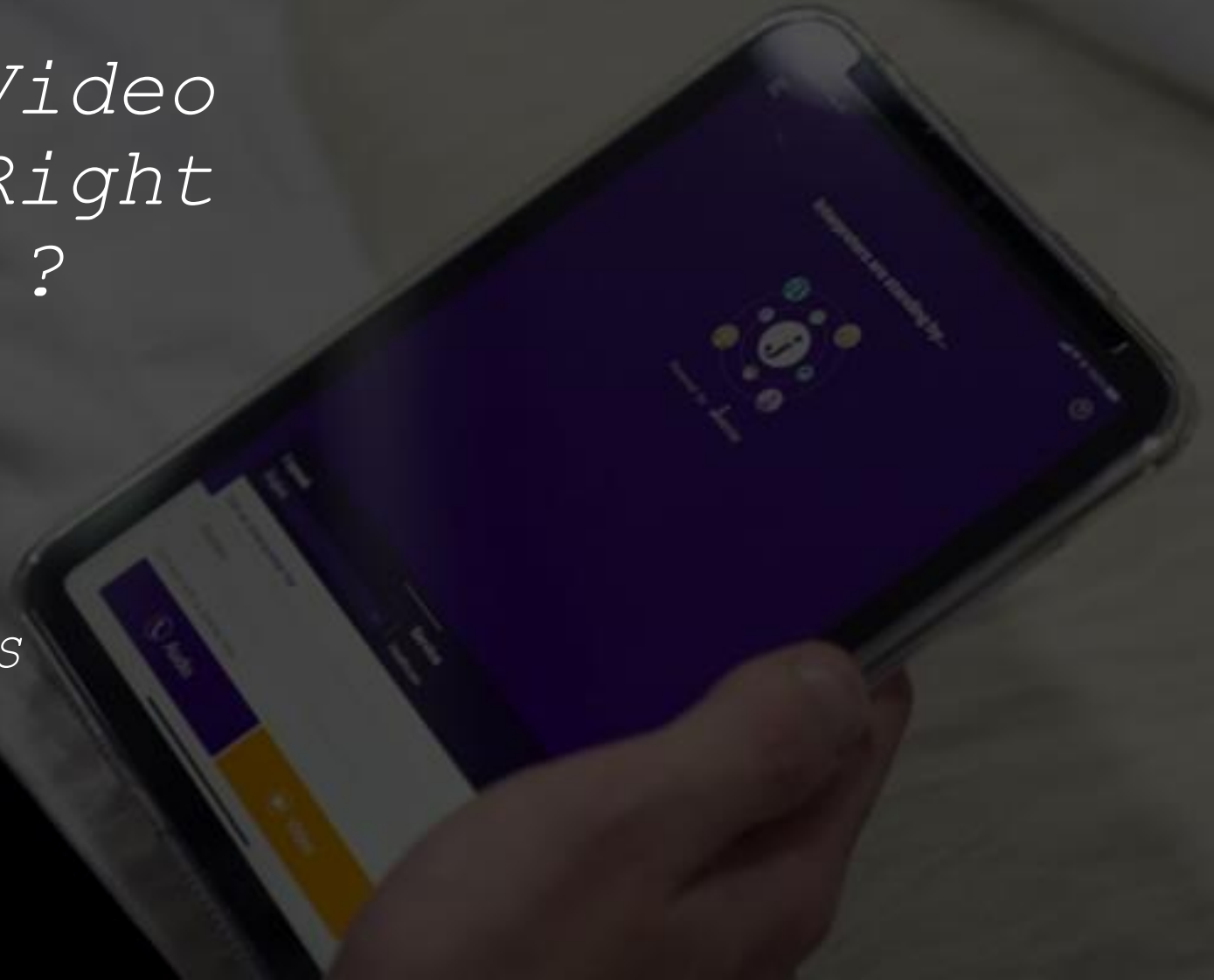


Not Lost in Translation:

*Can an On-Scene Video
App Get You the Right
Interpreter ASAP ?*

Nick Simpson, MD FACEP FAEMS





No financial disclosures

I will mention the company that we use but I have no financial ties to them.

1. Do we need this?

2. Is it feasible?

Previous infrastructure...

Language Line with
a phone tree

Cumbersome and time
consuming

Need patient info

Therefore,
infrequent use



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What things were critical?

Unscheduled, available 24/7

(Near) immediate connectivity

Operate with little/no information

Ability to handle nearly any situation

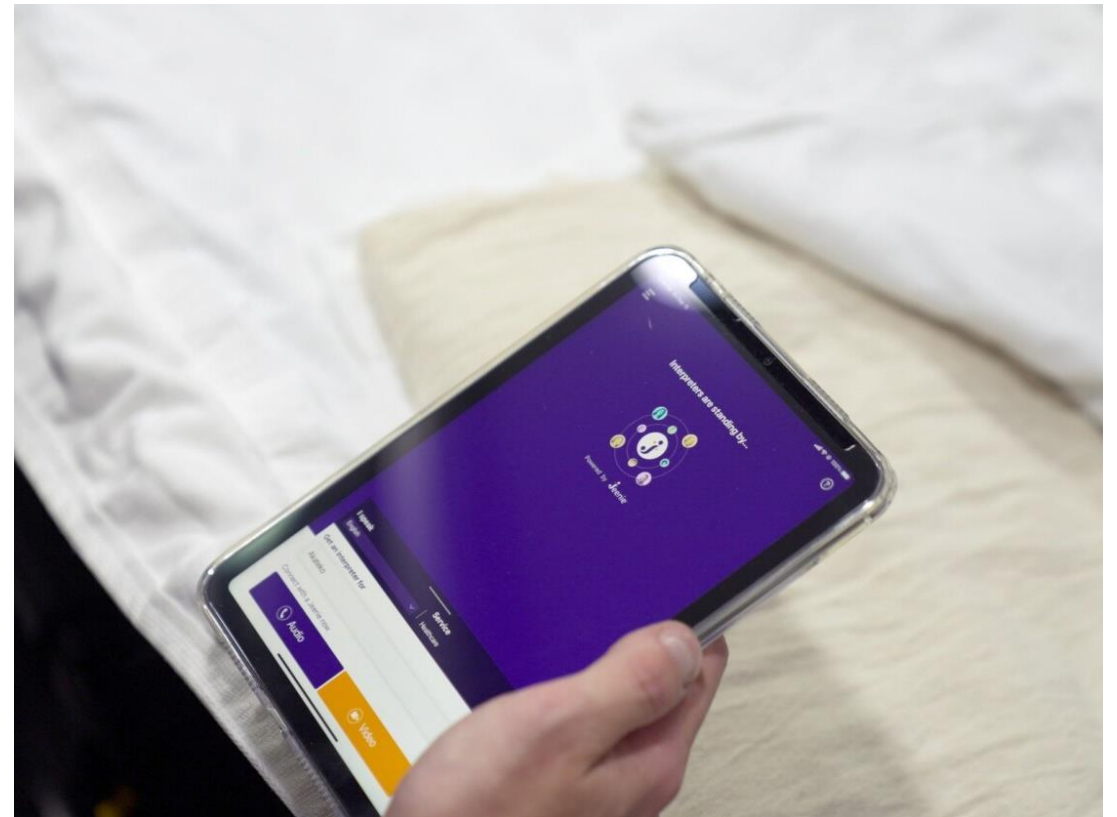


There's an app for that...

Identified an application for our mobile devices

Select language ->
click AUDIO or VIDEO

Option to select the language *in that language*





Hennepin
Healthcare
Simulation Center



A growing need for translation services in diverse communities

Many EMS organizations – HEMS included – are recognizing the need to build a more diverse workforce that better reflects the communities they serve. While this can help reduce language barriers, the shortage of bilingual personnel may still encounter significant challenges. In our primary service area's 14 urban areas, the most common languages spoken by our patients are Spanish, Arabic, Vietnamese, and Chinese. Other prominent languages include Russian, Swahili, Pashto, Indonesian, Korean and dozens more languages.

Last month alone...

2,608 minutes

To date, HEMS has used Jeeenie's translators to help administer care in all of these (in total, 33) languages, including American Sign Language, as well as five different dialects of Arabic. That has added up to 9,560 minutes of interpreter time (over 159 hours).

1. Do we need this?

2. Is it feasible?



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