LanguageLine Solutions ®

Vetting Guide

Integrating your Language Access Program with EHR Systems

Please ask these questions to every language service provider (LSP) you are considering as an EHR integration partner.
The questions will help you understand the benefits an integration can offer and identify any gaps that might impact your language access program. These questions have been developed as a result of many conversations with our clients who are amongst the most prestigious and innovative health.

Questions for In-Person Encounters

Data Questions	Reason for Asking
Does the integration facilitate the secure passing of data from the EHR to the LSP platform? (i.e., MRN, language, provider name, encounter location, etc.)	The secure passing of data improves provider workflows eliminating manual redundant administrative tasks, which saves the provider's time and improves the accuracy and security of data collection.
Can you configure the data to be passed?	You may have unique data collection needs that need to be considered in the integration.
Does the integration auto-populate the patient language documented in the EHR?	Auto-populating the language speeds time to interpreter.
Can the integration support passing interpreter call record data back to the provider EHR environment?	The passing of post-call data combined with the patient encounter information eliminates the need to manually match records to support compliance and reimbursements.
Where will the provider EHR receive and store the LSP call and patient encounter data?	Every EHR is configured differently and your system administrator may need to consider adding language access fields to the existing configuration or store data in another location in the EHR.

Questions for Remote Patient Encounters

User Experience Questions	Reason for Asking
What devices are your providers using to access the EHR?	Some EHRs have different versions of their platform for different devices. For example, Epic has three environments: Hyperspace (PC), Canto (iPad), Haiku (smartphones). You may want to ensure that the devices you commonly use are covered by the integration.
Can the integration support both video and audio interpreting sessions?	Providers must be prepared with audio and video modalities to ensure optimal communication with their LEP/DHH patients.
During a video session, on what screen will the video interpreter appear?	The provider's need to chart may conflict with the need for the interpreter to be seen on the screen.
Where will the device through which the clinician will access the EHR and launch an interpretation session be placed during a video interpretation session?	The EHR device through which the clinician will access the EHR and launch an interpretation session must be placed in such a way that the provider, patient and interpreter can effectively work together (e.g., a provider using the system for charting might block the camera or device speakers may be facing the provider and not the patient).
Does your equipment support audio and video quality needs?	For video sessions the screen size and quality must be sufficient to facilitate video interpretation sessions, especially ASL. For audio and video the sound quality within your devices must be sufficient.

Questions for In-Person Encounters

User Experience Questions	Reason for Asking
Can the LSP integrate with EHR systems that have proprietary telehealth functionality and/or telehealth integrations with virtual meeting platforms (i.e., Zoom)?	The technical solutions are different for each environment.

Data Questions	Reason for Asking
Does the LSP's integration with the telehealth environment support data read/write functionality?	It is important to understand what these integrations can and cannot support.
If this is an EHR system that directly integrates with an LSP, does the EHR system utilize SIP connectivity?	SIP connectivity can facilitate a better end-user experience and create a more complete connection with LSPs. Without SIP connectivity, there may be limitations to numbers of languages or the ability to instantly add interpreters to sessions without utilizing an invitation method.

Service Delivery Expectations

Service Delivery Questions	Reason for Asking
Is the LSP you are considering able to meet your language program service delivery expectations?	It's important to ensure that your LSP can provide outstanding service delivery first and foremost, supported by technical excellence, before, during, and after the call.

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