

Supplementary Material

Supplement 1. Patient-facing poster featuring the top 20 languages spoken in Alberta, Canada.

Interpretation & Translation Services		Interpreting Services Available	
English Translation: Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.			
American Sign Language Point to your language. An interpreter will be called. The interpreter is provided at no cost to you.		Oromo Gara afaan keetti eeri. Turjumaanni ni waamama. Turjumaanni beesee takka malee siif qophaawa.	Oromo
Amharic የግንደታውን የመልከቱ። አስተርጓሚ ይጠራል። አስተርጓሚው በነጻ ይቀርብልዎሉታል።	አማርኛ	Punjabi ਅਪਣੀ ਭਾਸ਼ਾ ਵੱਲ ਇਸ਼ਾਰਾ ਕਰੋ। ਜਿਸ ਮੁਤਾਬਕ ਇਕ ਦੁਬਾਰੀਆ ਬੁਲਾਇਆ ਜਾਵੇਗਾ। ਤੁਹਾਡੇ ਲਈ ਦੁਬਾਰੀਆ ਦਾ ਮੁਫਤ ਇੰਤਜ਼ਾਮ ਕੀਤਾ ਜਾਂਦਾ ਹੈ।	ਪੰਜਾਬੀ
Arabic أشر إلى لغتك. وسيتم الاتصال بمترجم فوري. كما سيتم إحضار المترجم الفوري مجانًا.	العربية	Russian Укажите язык, на котором вы говорите. Вам вызовут переводчика. Услуги переводчика предоставляются бесплатно.	Русский
Cantonese 請指認您的語言，以便為您提供免費的口譯服務。	廣東話	Somali Farta ku fiilqadaada... Waxa laguugu yeeri doonaa turjubaan. Turjubaanka wax lacagi kaaga bixi mayso.	Af-Soomaali
Farsi زبان مورد نظر خود را مشخص کنید. یک مترجم برای شما درخواست خواهد شد. مترجم بصورت رایگان در اختیار شما قرار می گیرد.	فارسی	Spanish Señale su idioma y llamaremos a un intérprete. El servicio es gratuito.	Español
French Indiquez votre langue et nous appellerons un interprète. Le service est gratuit.	Français	Swahili Onyesha lugha yako. Mkalimani ataitwa. Utapewa mkalimani bila gharama yoyote.	Kiswahili
Hindi अपनी भाषा को इंगित करें। जिसके अनुसार आपके लिए दुभाषिया बुलाया जाएगा। आपके लिए दुभाषिया की निशुल्क व्यवस्था की जाती है।	हिंदी	Tagalog Ituro po ang inyong wika. Isang tagasalin ang ipagkakaloob nang libre sa inyo.	Tagalog
Korean 귀하께서 사용하는 언어를 지정하시면 해당 언어 통역 서비스를 무료로 제공해 드립니다.	한국어	Tigrinya ግንደታውን የመልከቱ። አተርጓሚ ከጽዋላ ይጠራል እዩ። ግንደታውን አትከፍልዎ ዝኾነ ከፍሊት የለን።	ትግርኛ
Mandarin 请指认您的语言，以便为您提供免费的口译服务。	普通话	Urdu اپنی زبان پر اشارہ کریں۔ ایک ترجمان کو بلاجائے گا۔ ترجمان کا انتظام آپ پر بغیر کسی خرچ کے کیا جائے گا۔	اردو
Nepali आपनो भाषातर्फ आँल्याउनुहोस्। एक दोभाषेलाई बोलाइनेछ। तपाईंको कुनै खर्च बिना, एकजना दोभाषे उपलब्ध गराइनेछ।	नेपाली	Vietnamese Hãy chỉ vào ngôn ngữ của quý vị. Một thông dịch viên sẽ được gọi đến, quý vị sẽ không phải trả tiền cho thông dịch viên.	Tiếng Việt

Supplement 2. Clinician-focused tip sheet.

PHYSICIANS GUIDE to Using Digital Medical Interpretation Services (MIS)

MIS is the gold standard that should be used during clinical assessments with patients who have limited English proficiency (LEP) or hearing loss.

MEDICAL INTERPRETATION SERVICES

USING MIS	NOT USING MIS
<ul style="list-style-type: none"> Preventative Measures Patient Adherence Patient Understanding of Disease Processes & Management Patient Dignity & Autonomy Within Health Journey 	<ul style="list-style-type: none"> Medical Errors Adverse Events Inaccurate Clinical Information Medication Non-Compliance Missed appointments Confidentiality & Ethical Violations

IN ALBERTA, TOP 5 NON-ENGLISH LANGUAGES SPOKEN AT HOME
Tagalog, Punjabi, Cantonese, Mandarin & German

DIGITAL MIS PLATFORMS ARE AVAILABLE ON-DEMAND, ANY TIME, IN 240 LANGUAGES, INCL AMERICAN SIGN LANGUAGE*

* ASL ONLY AVAILABLE ON VIDEO AND ZOOM PLATFORMS

VIDEO

Use a video device to connect to an interpreter during in-person clinical visits

- Obtain AHS iPad or Interpreter on Wheels device
- Confirm Wi-Fi connection
- Choose language
- Click on Video or Audio Only option

PHONE

Dial in to connect to an interpreter during in-person or telemedicine visits

<p>For in-person clinical visits:</p> <ol style="list-style-type: none"> If using a landline press the Translator speed-dial button. Otherwise, dial 1-866-874-3972 and enter your site client ID # Choose Language 	<p>For telemedicine visits:</p> <ol style="list-style-type: none"> Dial 1-833-593-0564 Choose Language Give the patient's name and phone number The interpreter will put you on hold, call the patient and patch you back in for a three-way call
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ZOOM

Add an interpreter to Zoom calls during virtual telemedicine visits

1. Connect to Zoom meeting using an external or built in microphone.
Do NOT use a headset

For Basic AHS Zoom account:

- On a separate phone dial 1-866-874-3972 and enter your site client ID #
- Choose language
- Put phone on speaker and confirm both parties can hear each other

For Advanced AHS Zoom account:

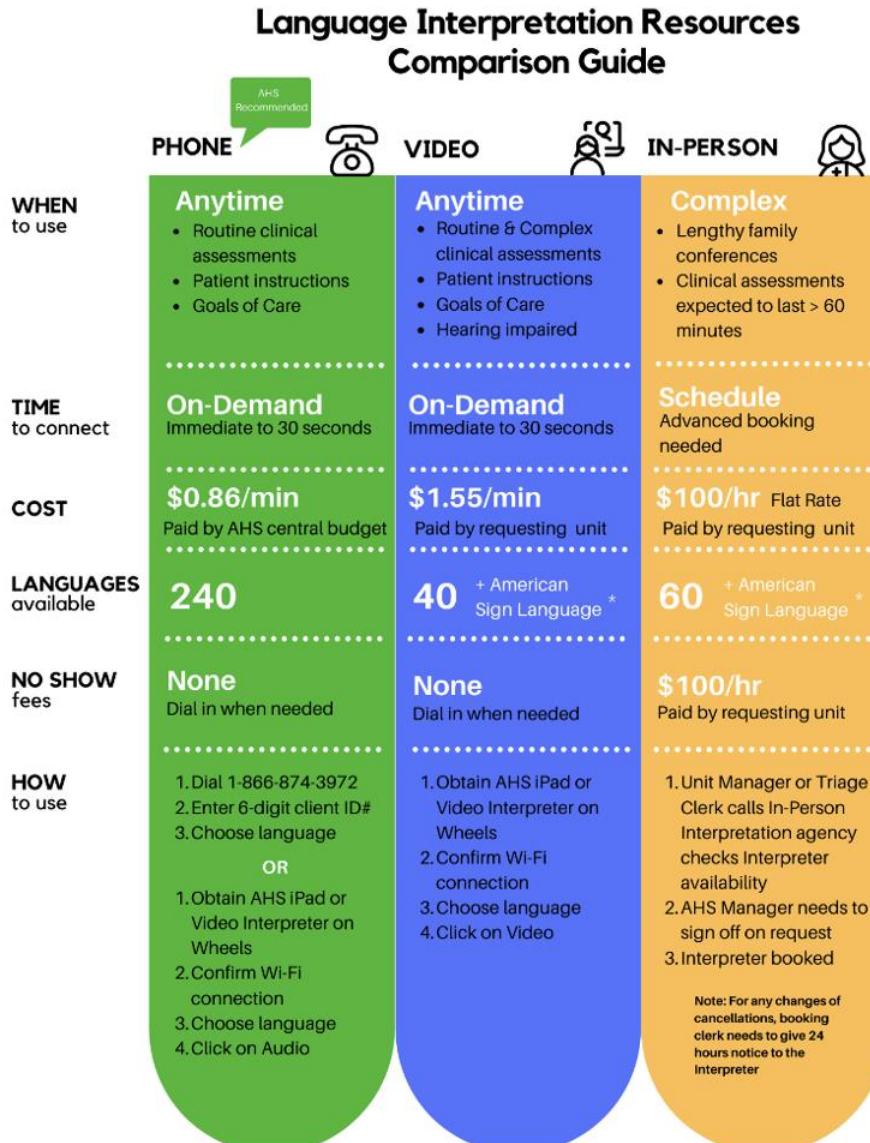
- Connect to Zoom meeting
- Click the up arrow to the right of Participants. Choose Invite and select Phone
- Enter "Interpreter" as name and "1-833-509-0702" as phone number

For American Sign Language:

- Connect to Zoom meeting
- Click Manage Participants. Choose Invite then click Copy URL
- On your browser go to telehealth.languageline.com
- Submit the Telehealth Video Interpreter Request form with the meeting URL and authorization code* 76MQYTR6TV

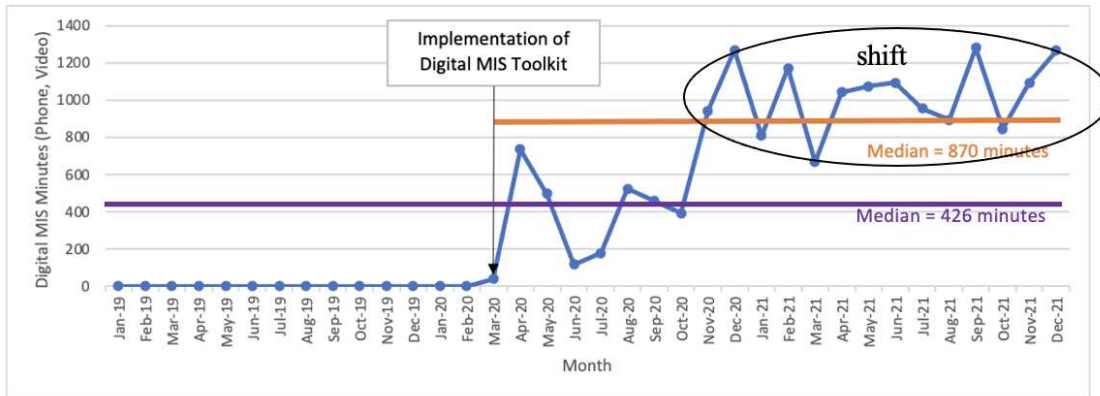
*This code is specific to the KEC. Other sites will require a different authorization code.

Supplement 3. Clinical decision support tool.



Supplement 4.

Minutes of digital MIS use per month (phone, video) in the Emergency Department.



Minutes of digital MIS use per month (phone, video) in the GIM units.

