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**Training in the Use of Interpretive Services for Patients With Limited English Proficiency: An  
Evidenced-Based Approach**

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### **Abstract**

In clinical settings, there is a disconnect between health care professionals (HCPs) and patients with limited English proficiency (LEP). HCPs rely on ad hoc interpreters to communicate with patients with LEP (e.g. nurses using untrained friends and family or nursing students to interpret care information). Refusing to use or misusing professional interpreters and other interpretive services may lead patients with LEP to avoid seeking necessary care, misunderstand their diagnoses and treatment regimens, and returning for follow-up care. This increases the already existing health care disparity between patients who speak English and patients with LEP. Studies show that if HCPs recognize the need for and are aware of their facility's services, patients with LEP will be more willing to seek care and will have a better understanding of their prognoses. Video remote interpretation (VRI) is easy to use, however, reasons for HCPs not using interpretive services include lack of training in the use of services, lack of interpreter education in medical terminology, and interpreters failing to facilitate empathetic communication. Therefore, HCPs must first be informed on the available services at their facilities and then adequately trained on how to use them correctly and efficiently. Additionally, interpreters must be educated in terminology and facilitating empathetic communication. The training will be required for one year. HCPs will then be surveyed before and after training and asked to evaluate the quality of their resources and the effectiveness of said training. Additionally, patients will be surveyed before and after training and asked whether or not they feel encouraged to seek care and how well they understand their prognoses. Interpreters will be surveyed before and after terminology and communication training and whether or not it benefited their skills. It is expected that patients with LEP will feel more encouraged in seeking care.

*Keywords:* limited English proficiency (LEP), professional interpreters, interpretive services, video remote interpretation (VRI)