

**SATISFACTION WITH REMOTE, WIRELESS LANGUAGE INTERPRETATION: A PILOT STUDY**

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**BACKGROUND / AIMS:** To determine if patient satisfaction using remote, wireless headset telephone interpretation is different from satisfaction with traditional, onsite interpretation by an interpreter in the patient's room.

**METHODS:** A total of 36 patients were randomly assigned to wireless headset telephone interpretation or onsite interpretation in a consultative, outpatient internal medicine practice focusing on international patients. Participants included adult patients presenting from outside the United States for consultative multisystem medical evaluations.

**RESULTS:** There was no significant difference in satisfaction between the "remote headset patient group" and the "face-to-face interpretation patient group" with respect to the interpretation services or physician interaction. Physicians and interpreters were less satisfied with the time needed to establish the connection with a remote interpreter. Interpreters were less satisfied with the remote interpretation encounter.

**CONCLUSIONS:** Remote interpretation services and traditional onsite interpretation services can be used interchangeably in a health care setting without having a major effect on patient satisfaction.

**Keywords:** Access; International medicine; Interpreters; Medical evaluation