

Improving Access to Multilingual Health Services With CoviU's Virtual Care Platform + 2M lingo™

Dr Silvia Pfeiffer

Despina Amanatidou



The Problem: Multicultural Australia is Mainstream Australia

- Multiculturally diverse nation: more than **5.5 million people** speak a language other than English.
- 1 in 5 Australians speak English as their second language.



of all Australians were **born overseas** or have a parent born overseas



200+ Indigenous spoken languages

- English does not fit all approaches to healthcare delivery.
- Risk of CALD patients misunderstanding their diagnoses - could result in hospital readmission or worsening health conditions.

Case Study: Melbourne Lockdowns

- Many residents from CALD backgrounds required an interpreter or translated information on the latest COVID-19 updates.
- Reports show tower lockdown 'confusion and distress' could have been prevented.



Case Study: Residential Aged Care Facilities

- One in 5 (20%) older Australians (aged 65 and over) were born in non-English speaking countries, and 18% spoke a language other than English at home, according to the 2016 Census.
- Older people often revert to their mother tongue.



Case Study: Emergency Services

- 2017 [investigation](#) into interpreter services in emergency department in Brisbane.
- Interpreter services are essential for culturally and linguistically competent provider/health systems.
- Decreased communication errors of clinical consequence, increased patient and clinician satisfaction with care, increased appropriate health care utilisation, and improved clinical outcomes.



Case Study: Auslan

A [recent report](#) concludes that

‘Many Deaf people in Australia lack consistent access to preventative and ongoing health care information.

It is important to be aware of the English literacy levels of patients.

More funding is needed for the provision of interpreting services in other healthcare contexts and the translation of materials into Auslan.’

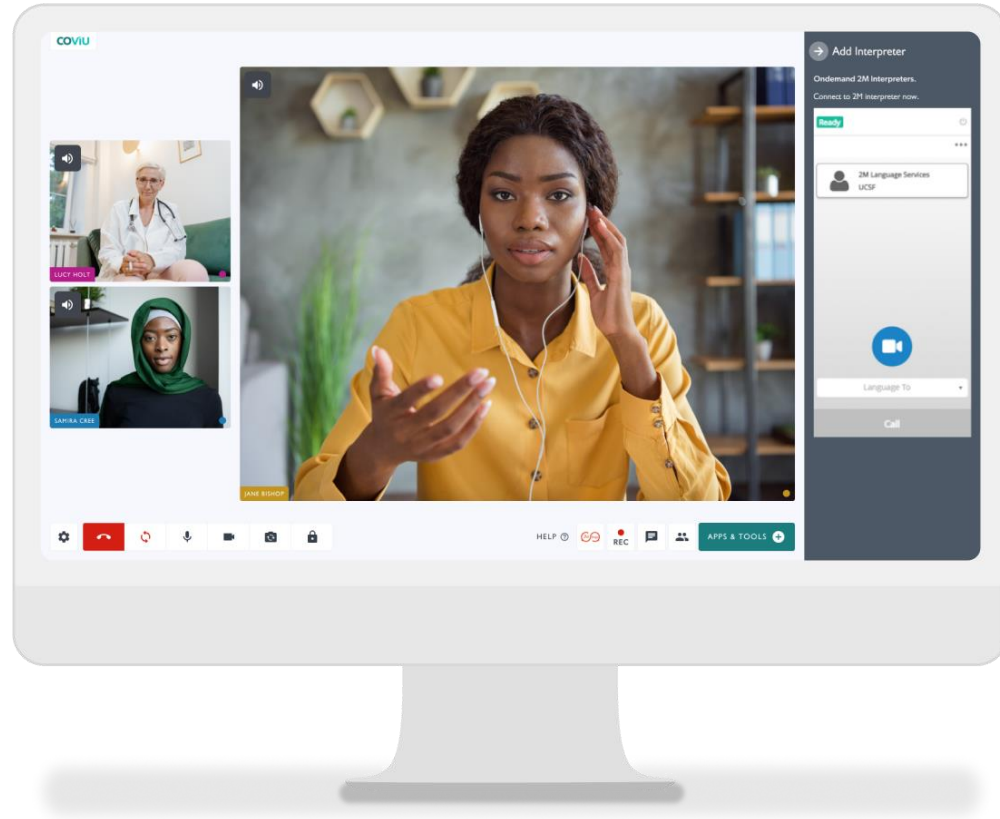


The Solution: An extensible Virtual Care Platform

- Simple Video & Audio telehealth workflows
- Secure, private and confidential
- Audio/video recording
- Customisable Forms & In-built Assessments - ready for i18n
- An Extensive Apps Marketplace (50+)



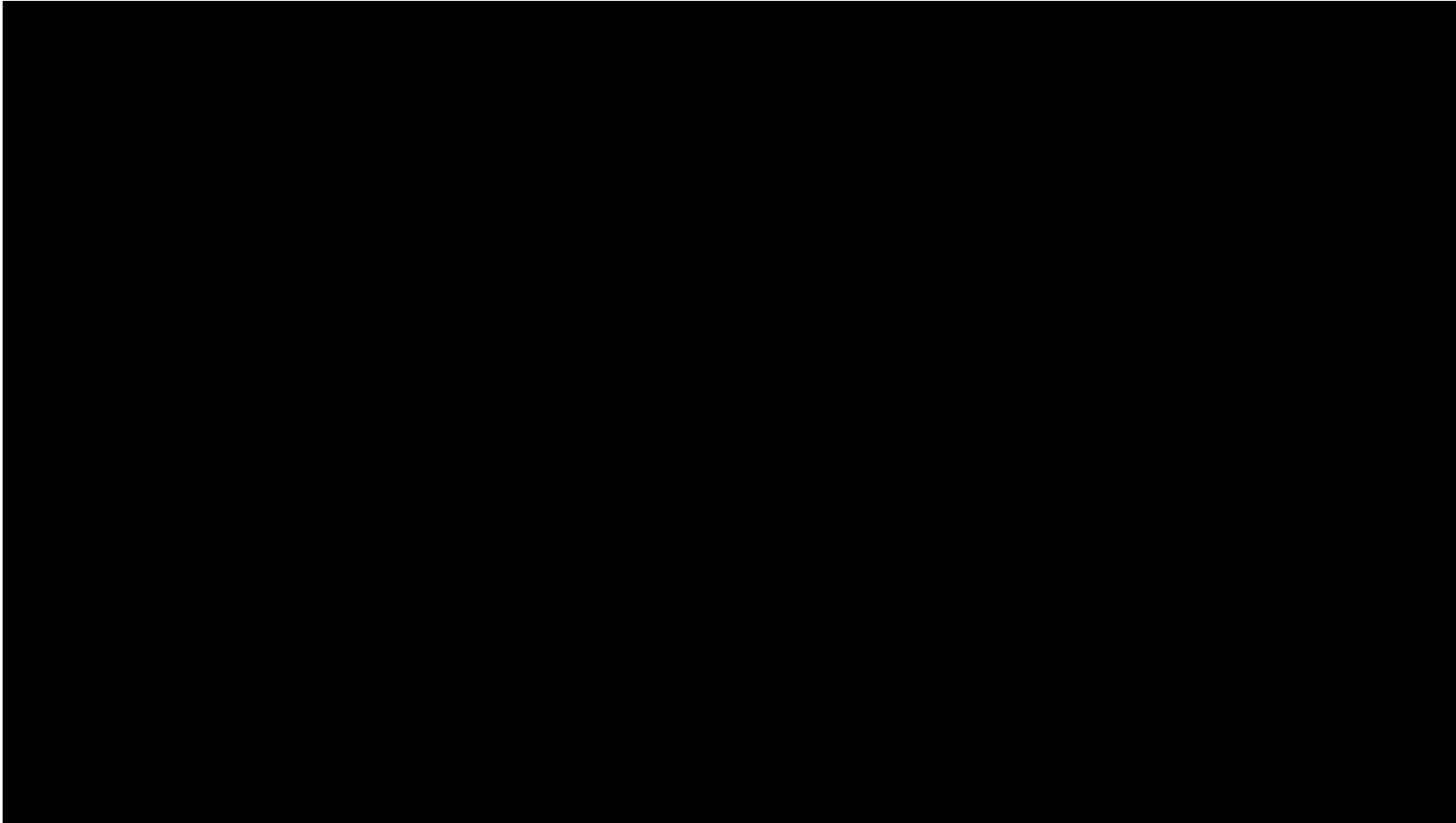
The Solution: 2M lingo™ App on CoviU



- Access to 10,000+ NAATI-certified and professional medical interpreters
- 15 second avg response time
- Over 250 languages including Aboriginal and Torres Strait Islander languages and Auslan
- No scheduling required
- Available 24/7
- Easy for providers - just click a link!

An Integrated Approach

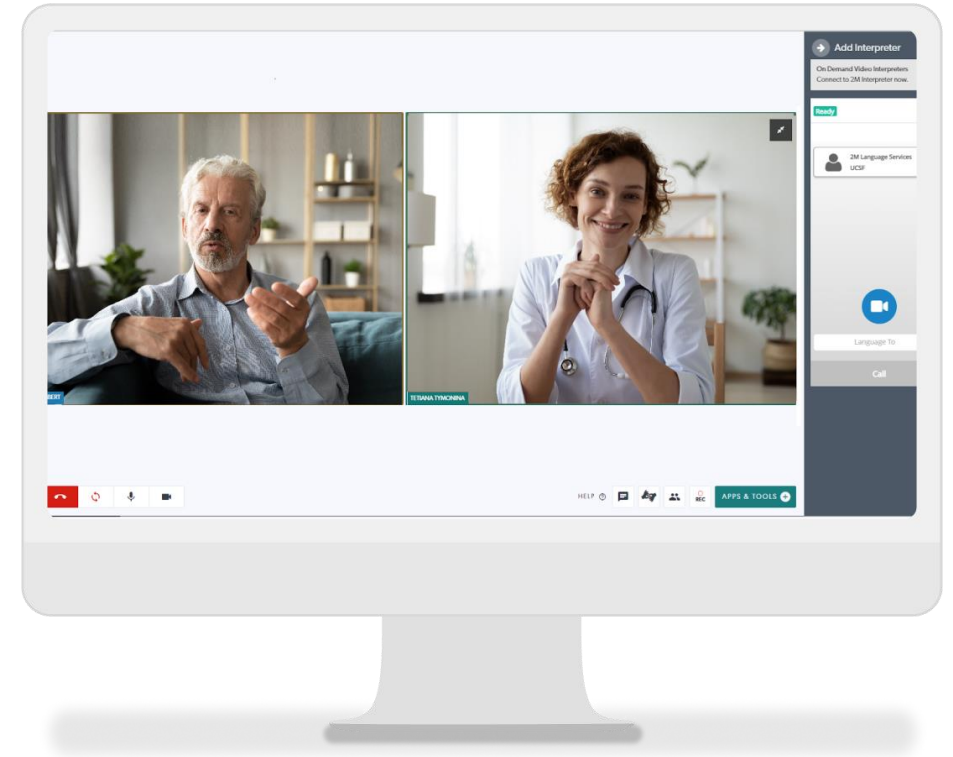
Requesting an interpreter in CoviU



Get the 2M lingo™ App on CoviU!

- 1) Sign Up to a free [2-Week Trial](#) on CoviU.
- 2) Install the [2M lingo™ App](#) from CoviU's Apps Marketplace for Free.
- 3) Connect to on demand certified interpreters in <15 seconds.
- 4) You only pay when you use the App!
 - *CoviU connection fee applies to successful calls. Fees vary.*

If you are already using CoviU or healthdirect Video Call, contact your account manager to get 2M installed.



Questions?

Contact Us

Coviu

sales@coviu.com

www.coviu.com

@CoviuApp

2M Language Services

interpreting@2m.com.au

www.2m.com.au

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