



# County of San Mateo

## Inter-Departmental Correspondence

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**Department:** HEALTH

**File #:** 20-677

Board Meeting Date: 9/15/2020

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**Special Notice / Hearing:** None  
**Vote Required:** Majority

**To:** Honorable Board of Supervisors

**From:** Louise F. Rogers, Chief, Health System  
Chester J. Kunnappilly, MD, Chief Executive Officer, San Mateo Medical Center

**Subject:** Amendment to the Agreement with Health Care Interpreter Network to Provide Voice and Video Medical Interpreting Services

### **RECOMMENDATION:**

Adopt a resolution authorizing an amendment to the agreement with Health Care Interpreter Network increasing the amount by \$550,000, to an amount not to exceed \$2,775,000.

### **BACKGROUND:**

On July 7, 2015, the Board approved an agreement with Health Care Interpreter Network to provide voice and video medical interpreting services. The agreement has been amended multiple times, most recently the Board approved an amendment to extend the term of the agreement through June 30, 2021, and increase the amount of the agreement by \$1,400,000, to an amount not to exceed \$2,225,000.

### **DISCUSSION:**

San Mateo Medical Center (SMMC) has been experiencing an increased demand for video and over-the-phone interpretations due to the language diversity of our patients and an increase in telehealth visits due to COVID-19. Therefore, SMMC is requesting an increase of \$550,000 to fund the agreement through June 30, 2021.

The amendment and resolution have been reviewed and approved by County Counsel as to form.

The resolution contains the County's standard provisions allowing amendment of the County's fiscal obligations by a maximum of \$25,000 (in aggregate).

It is anticipated that approximately 66,000 voice and video consultations annually will be required by patients receiving treatment at SMMC or its clinics.

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**PERFORMANCE MEASURE:**

<b>Measure</b>	<b>FY 2019-20 Actual</b>	<b>FY 2020-21 Estimated</b>
Approximate number of voice and video consultations required by patients receiving treatment at SMMC or its clinics	54,232 consultations	66,000 consultations

**FISCAL IMPACT:**

The term of the agreement is July 1, 2015 through June 30, 2021. The amount of the agreement, as amended, is not to exceed \$2,775,000. The amendment increases the contract amount by \$550,000. Funds in the amount of \$643,000 are included in the SMMC FY 2020-21 Recommended budget.

Expenses at SMMC are covered by fees for services or third-party payors whenever possible. The portion of expenses for services provided to the medically indigent or to those covered by programs that do not meet the full costs of care are covered by the County's General Fund contribution to SMMC, and are within the existing annual appropriation.