

CALD Assist

Technical support user guide

CALD Assist is a free communication app to support patient care. It helps health professionals communicate with patients with low English proficiency in low risk/basic care interactions. The app features over 250 commonly used phrases translated into ten languages plus English. The app was developed for use by nursing and allied health staff in hospital settings and also contains some content related to COVID-19.

What devices are compatible with CALD Assist?

- CALD Assist is compatible with iPhone, iPad, iPod touch and Android devices. Android devices require 4.0 or later, while Apple iPhone requires iOS 12.0 or later.
- The app cannot be installed onto a laptop, personal computer or Mac.

How do I install CALD Assist?

- For LHD/SHN owned devices, staff should seek their manager's approval and comply with their LHD/SHN policies before downloading the app. This includes approval for compliant device covers.
- If an LHD Department's Apple iPad or Android tablet is connected to the LHD/SHN Health Network or managed by the LHD's Health Information and Communications Technology (ICT), you need to contact them to install CALD Assist onto your Department's devices.
- CALD Assist is free and available from Apple App Store and Google Play Store.
- The latest version of the app will download automatically when you are connected to the internet.

What if I can't find the app in the Apple App Store or Google Play Store?

Please email SESLHD-CALDAssist@health.nsw.gov.au

Do I need internet connection to run CALD Assist?

No, you only need internet connection when you are downloading the app and installing updates.

Why won't CALD Assist install on my device?

This may be due to:

- insufficient storage space
- iOS/Android version is not up to date or device is not compatible with the minimum iOS requirements
- insufficient Wi-Fi or mobile signal

Can I install CALD Assist on Workstation on Wheels (WOW)?

No, at this stage it's not supported.

How do I get started with CALD Assist?

More CALD Assist information and resources are available at www.mhcs.health.nsw.gov.au and www.westernhealth.org.au

1. On first use (after the initial download or an update) CALD Assist will need to download media content from the web. Ensure the device is connected to Wi-Fi for mobile signal for this. It may take several minutes to complete the download. After the download is complete the app can be used offline.
2. Identify the preferred language of the patient and select it within the app, then select either "all phrases" or your clinical specialty area, e.g. nursing; dietetics; occupational therapy; physiotherapy; podiatry; speech therapy; or COVID-19.
3. Turn the device volume to high and hold the device so that the patient can see the screen. The app works in either portrait or landscape mode.
4. Select the phrase in the 'Introduction' tab, "I don't speak your language, so I'd like to use this app to help us communicate for now".
5. Press the audio icon so the patient can also hear the phrase.
6. Make sure the patient can see and hear the device and can understand the app before continuing.
7. Select the phrase from the content area you wish to communicate with the patient e.g.: Pain, Nutrition, Mobility etc. There is also a search function for phrases.
8. The patient has the option to point to the answer, if required.
9. Use phrases in the 'Closing' tab to end the conversation.

How do I update the CALD Assist app?

- The device should be connected to the Internet with Wi-Fi connection.
- Open the CALD Assist app and any new updates will automatically download.
- If the update does not automatically download, you can manually update through the App store or Google Play store by searching for the CALD Assist app.

To find the latest version of the CALD Assist app please visit the Apple App Store or Google Play Store or get more information from:

<https://www.mhcs.health.nsw.gov.au/about-us/campaigns-and-projects/current-campaigns/cald-assist>

What if I can't find the information I need on the app?

- If a question raises more information than the responses within CALD Assist, you need to access a professional health care interpreter. For example, if a patient indicates 'yes' they require a special diet, you need to access an interpreter to determine the correct diet.
- Do not use other online translation apps or online translation services, such as Google Translate. They can be inaccurate and their use is a breach of the NSW Health Policy Directive - Interpreters – Standard Procedures for Working with Health Care Interpreters.

What do I do if I am unsure if the patient has understood the CALD Assist app?

- For simple queries there is a phrase "Do you understand?" that can be found under Nursing or by using the search feature. The patient can then select yes or no.
- A professional health care interpreter must be used if the interaction is complex or if there is uncertainty that the patient has understood. CALD Assist is only used for low risk/basic care interactions and does not replace an interpreter.

Are there other features on the app that users would find helpful?

- Some phrases or questions have multiple images to swipe through in order to choose an answer. For example, "Do you use a frame or a stick?" is accompanied by multiple images of mobility aids.
- Some phrases or questions are designed to be played in conjunction with a visual prompt. For example, "You need to take this when you go for a walk" could be used in conjunction with a mobility aid or an IV pole.

- In addition to the visual prompt some phrases or questions have the option for patients or health professionals to select an answer by touching a button. For example, "How is your appetite?" has the initial visual of 5 smiley faces. If you click on the Answer Options button in the bottom bar there is the option to select "Good", "Bad" or "OK".
- Content is updated regularly. Update the app regularly so you have the most recent content.

How do I clean the device?

Whether you are using an LHD device or your personal device, it needs to be cleaned after each use.

- Routine hand hygiene should be performed before and after using the device.
- Clean the device after each use, regardless of the infection status of the patient.
- Clean the device using neutral detergent wipes then disinfect by using 70% isopropyl alcohol wipes.
- Detergent wipes need to be squeezed out prior to application as detergent will get in through the joins of the protective coverings.
- Avoid getting moisture in any openings, and don't submerge the device in any cleaning agents.

What safety and security considerations should I be aware of?

- Follow your LHD policy on security for LHD owned devices considering staff accessibility for the device, battery power (keep it charged when not in use) and cleanliness (see above).
- The health professional should always hold the device when communicating with the patient to ensure it is not dropped or thrown.

Who do I contact for technical support?

- If you are using an approved department device or an approved personal device, technical support is available from the State-wide service desk on 1300 285 533.
- General enquiries can be made to SESLHD-CALDAssist@health.nsw.gov.au

Where can I find more information about CALD Assist?

For more information and resources about CALD Assist please visit www.mhcs.health.nsw.gov.au and www.westernhealth.org.au



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