Adding an Interpreter to an Epic Integrated Virtual Visit

This tip sheet guides providers/clinicians on how to use **Interpreter Services** when conducting a video visit using Epic Integrated Zoom.

Multi-Staff Epic Integrated Virtual Visits with In-House Interpreter

As of June 11th, interpreters can now access the Epic integrated camera from the schedule. Front desk staff can schedule the interpreter at the same time as scheduling the appointment and the interpreter can join the zoom meeting directly from their schedule. However, even if an interpreter was scheduled for a visit, they may not be available to join the virtual visit given the limited availability of in-house interpreters.

### Suggested Columns to Add to your Schedule

Add the **Video** column to your Schedule.

1. Click the **Schedule** dropdown arrow and then click the **gear** icon.
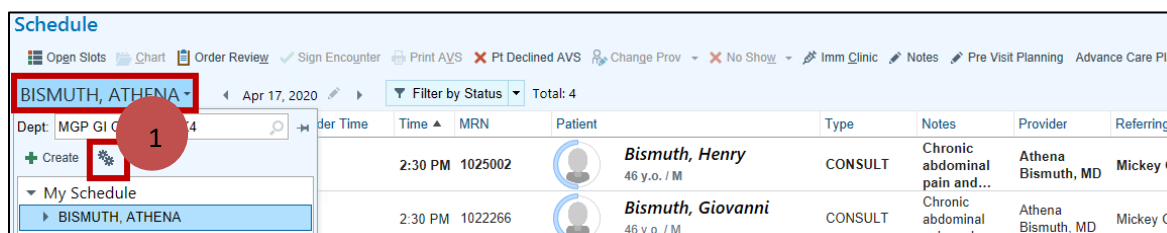
Note: If your calendar is pinned to the right of the **Schedule**, you will see the gear icon above the calendar.

2. With the **General** tab selected, type **Video** in the search field.
3. Click **Add Column** to add **Video** to **Selected Columns**.
4. Use the arrow icons to arrange where the **Video** column appears on your **Schedule**.
5. Click **Accept**.
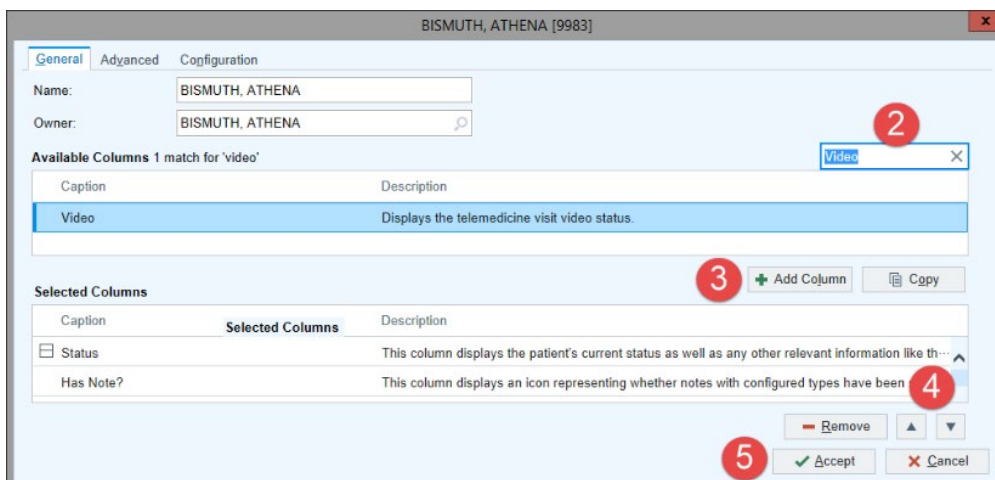
A camera icon displays on the **Video** column for each appointment that is an Epic Integrated Virtual Visit.

Status	Time ▲	Patient	Age/	Joint Providers	Video	Visit Type	Notes
Scheduled	1:00 PM	Adamite, Giov... 55 y.o. / M	55 y.o. / M	Isakoff, Steven Jay, MD, PhD MGH MAIN CAMPUS SPANISH...	📹	Virtual New	Spanish interpreter, Jose booked

Other useful columns to pull into your schedule are:

1. **Appt Note** (this will display notes entered by the front desk or the interpreter).
2. **Joint Appt** (currently this displays the letter J, indicating that another provider/clinician/resource is booked).
3. **Joint Providers** (displays the names of the providers/resources booked).
4. **Joint DEP** (displays the names of the DEP that the appt is booked with).
5. **Preferred Language**
6. **Pt. Portal Status** (this column will tell you if the patient has an active Patient Gateway account).

If you look at your **Appt Note** column in your schedule you will see if you have an interpreter scheduled to join the visit with you. If there is no in-house interpreter available, it will be noted in the **Appt Note** column that you need to call CyraCom or Language Line and the phone will be in the note. (see CyraCom workflow below).

1. If the icon is **green**, the patient maybe in the waiting room or the interpreter may have already joined the visit.
2. If you hover over the camera, you can see who has joined.
3. When you are ready, click on the **green** camera to open your video visit.
4. Either you or the interpreter can admit the patient from the waiting room.

See [Multi-Staff: Epic Integrated Virtual Visit tip sheet](#) for further details.
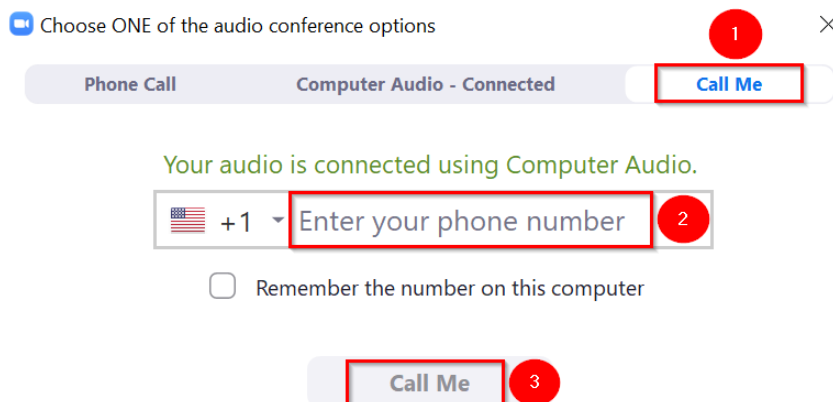
CyraCom or Language Line

You cannot call CyraCom or Language Line directly via Zoom, therefore you must use your phone to use conference call technology.

Conference Calling:

- Launch your Zoom visit
1. Select "**Call me**" as your Audio conference option.
2. Enter your phone number.
3. Click **Call Me.**


4. You will receive a call from Zoom.
5. Answer and press 1 when prompted to join the Zoom meeting.
6. While your patient is in the waiting room, use your phone's conference option to call CyraCom or Language Line.
7. When connecting to CyraCom, please enter your **site/user specific account # and/or 4-digit code.**

MASSACHUSETTS GENERAL HOSPITAL
eCare SUPPORT | TRAINING | INFORMATICS

Best Practice: Before conducting a 3-way conference call, practice how to do this from your desk phone or mobile device. e.g. On a Cisco work phone, there is a conference button. On an iPhone/Android there is a add/merge button.

Alterative Workflow:

If you have already launched the video visit using the Computer Audio and need to switch over to using a telephone, follow the steps below.

1. Click the arrow by the mute/unmute button from the zoom toolbar.
2. Select **Switch to Phone Audio and follow steps above using "Call Me" option**
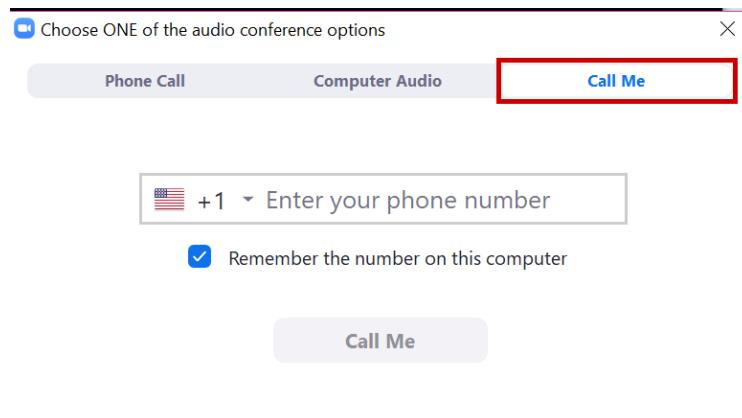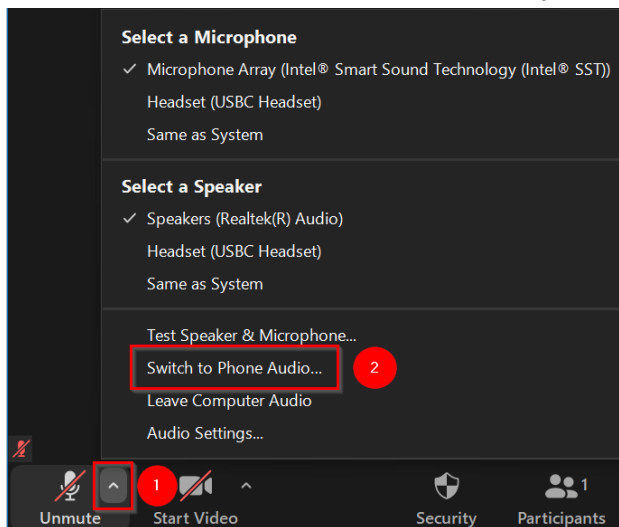
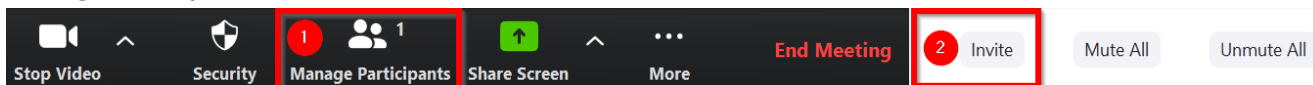## Unscheduled Interpreter for MGH Main Campus and MGH Chelsea

If you start your visit with your patient and realize you need an interpreter following the site-specific workflow:

- For MGH Main campus call 617-726-6966 to access the interpreters.
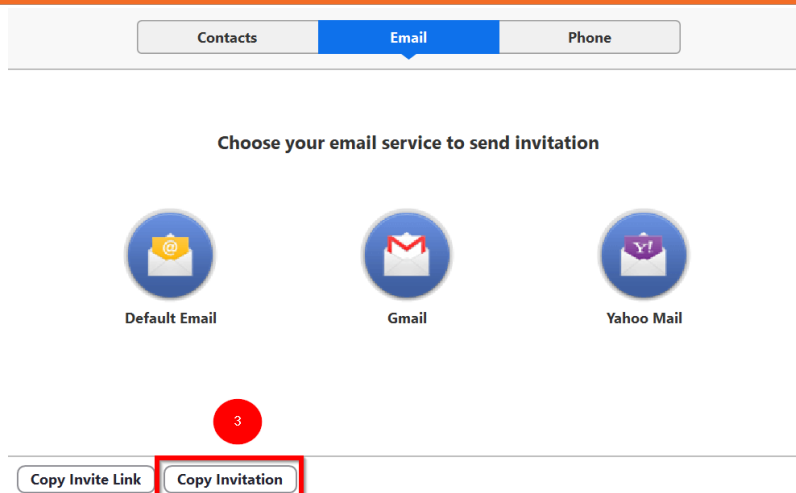- For Chelsea call 617-887-3534 to access the interpreters.

If there is a in house interpreter available, send the zoom invite by following the steps **below** and wait for your interpreter to join the call.
If there is no in-house interpreter available, follow the CyraCom/Language Line steps **above** to use 3-way conferencing.

1. **Manage Participants** from the toolbar   2. Select **Invite**

MASSACHUSETTS
GENERAL HOSPITAL
eCare SUPPORT | TRAINING | INFORMATICS

3. Click **Copy Invitation.**

Contacts	Email	Phone

Choose your email service to send invitation

Default Email   Gmail   Yahoo Mail

③

Copy Invite Link   Copy Invitation

- Manually open **MGH Outlook** and **paste** the invitation into a new email.
- Send the email to your site email per the table below.

Main Campus	mghinterpreters@partners.org
Chelsea	mghchelseainterpreterservices@partners.org

Additional Resources:

For non-Epic integrated interpreter workflows click here.

For general information on the best way to work with an interpreter click here.

For MGH Telehealth Support, please contact: MGHTeleHealth@partners.org or call the MGPO 24hr Hotline: 1-866-266-3240.

MASSACHUSETTS GENERAL HOSPITAL
eCARE SUPPORT | TRAINING | INFORMATICS